

# Fair Registration Practices Report

## Social Service Workers (2009)

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

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions Act (FARPA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

### 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 "SWSSWA"), and the corresponding Registration Regulation; visit the section specific to social service 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; and download a copy of the "Fair Registration Practices Report, 2008". Members of the College who provide a current email address will receive timely e-bulletins.

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 distribution to graduating students regarding the current registration process.

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

4. Throughout the year, College staff present information about the College and the registration process to employees and employers in a variety of health and social service settings in Ontario.

5. 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.

6. The College publishes in hard copy and on the website a bi-annual newsletter called "Perspective". Each

issue contains an article or update about registration in the College.

7. 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.

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.

#### INFORMAL:

1. The College Registrar and Deputy Registrar meet with the Co-Ordinators of social service work programs in Ontario and may discuss issues related to registration in the College.

2. College staff responds to e-mail, fax and telephone inquiries, and in office visits. 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 @".

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 SWSSWA, 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 SWSSWA and the Registration Regulation through a link on the College website.

In everyday language, 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, telephone and in office visits with College staff; and through formal presentations at academic institutions, and a variety of social service and healthcare settings throughout the province.

#### 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 designed to guide prospective applicants to the appropriate section of the website which corresponds to their own academic qualifications. In each registration section, applicants will find links to other relevant registration information.

2. Prospective applicants who call or e-mail the College and request an application package, will find information about meeting the registration requirements in the materials mailed to them.

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 SWSSWA:

Section 8.(1)1.iv of the Registration Regulation refers to applicants who 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 ("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 requirement; the practical experience requirement; and the supervision requirement are described in the relevant section of the College website: a) Applicants with an Ontario Diploma Not in SSW; b) Applicants with a SSW diploma outside Ontario; and, c) Applicants with no diploma in SSW. Applicants applying on the basis of a combination of academic qualifications and practical experience are not limited to having obtained their academic credentials, or practical experience or supervision within Ontario or Canada.

As above in 1a), prospective members who wish to apply for a certificate of registration based on a combination of academic qualifications and practical experience will find detailed information by way of: the College website; the application form and corresponding Registration Guide, which also includes a detailed description of the registration criteria and provides the required supporting documents; and through e-mail, telephone, fax, and in office meetings with College staff. College staff will fax or mail copies of the registration policy 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, the College website, the student brochure, presentations at academic institutions and work place settings, and information communicated by College staff through e-mail, telephone, fax and in office visits, each provide a prospective applicant with information about the assessment process. prospective applicants will also find information about the steps in the assessment process in the Career Map "Access to the Social Worker and Social Service Worker Designation in Ontario", and the "Fair Registration Practices Report, 2008".

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 ensure these documents are translated into English or French. The College website provides a link to translation services.

All applicants who answer "No" to all the questions regarding Language Fluency ( proficiency) are required to ensure their test scores are sent directly from the testing agency to the College. The names of acceptable testing agencies as approved by Council of the College are provided on the College website.

h) acceptable 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, 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 "Fair Registration Practices Report, 2008" which can be linked from 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, 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. College staff provides business cards to visitors to the office.

4. College staff provides business cards at presentations and forums throughout the year.

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 to three 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

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, telephone and meetings in the office.

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 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.

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 the "Fair Registration Practices Report, 2008" 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 SWSSWA 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 link to the Canadian Association of Social workers ("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.

Once all documents and payment of the correct fees are received and upon request from the applicant, the College makes every effort to expedite the review of applications.

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. An 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.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes.

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## 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.

All applicants may have a cost associated with requesting official/original academic credentials from an academic institution.

There is no cost to an applicant requesting a review by the Registration Appeals Committee.

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 fluency (proficiency) testing paid to the testing system.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes.

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## 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 ("CAAT"); 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 ("CAAT"); 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 ("CAAT").

#### 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?

- Applicants are mailed an acknowledgement letter within two to three 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 to three 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 one to two 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 two to four weeks of the Registrar reviewing the application.
- Applicants who are issued a certificate of registration are mailed a binder of literature with their certificate of registration within: a) one to two weeks in the first quarter of the year; and, b) two to three weeks in the second, third, fourth quarters of the year (New members receive a prorated refund of the registration fee in the 2nd, 3rd, and 4th quarters of the year which requires a number of additional administrative controls).
- Timelines respecting decisions of the Registration Appeals Committee are set out in the SWSSWA.

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

1. As stated 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. 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 for the proposal.
3. The SWSSWA sets out the obligations of the Registration Appeals Committee. Section 21(7) of the SWSSWA 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 has been trained and oriented to timely preparation of application files.

2. The College data base is relied on to generate queries and reports which provide information about adherence to established practices.

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

4. The Registration Appeals Committee has developed internal practices that direct College staff to process requests for review prior to the Committee's commencement of a review.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes.

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## 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 SWSSWA 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."

In practice, upon the College receiving a written request from an applicant for access to their records, College staff prepares a copy of all contents except for checklists. The file contents are forwarded to the applicant with a cover letter within two weeks of receipt of the request. There is no fee associated with the request. To date, the Registrar has not determined that any record must be severed.

2. Section 21. (4) of the SWSSWA 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."

In practice, College staff prepares all file contents that will be put before the Committee and the applicant is afforded 30 days to make submissions on the file contents. If additional information is received from a third party on behalf of the applicant, the applicant is forwarded the new information and afforded an additional 30 days to make submissions.

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

Section 19. (2) of the SWSSWA 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.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes.

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## 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. The package also includes additional information regarding registration, and where applicable, relevant College forms.

2. College staff responds to inquiries by e-mail, telephone, fax and by meeting with prospective applicants.
3. Information and links to relevant resources on the College website are kept current by College staff.
4. A Career Map titled "Access to the Social Worker and Social Service Worker Designation in Ontario" is posted on the Ministry of Citizenship and Immigration website and can be accessed through a link on the College website.

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

1. On the College website the following information is available:

a) Application forms and the corresponding Registration Guides

b) 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 Ontario)

Office of the Fairness Commissioner ( which posts the "Fair Registration Practices Report, 2008"

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 responds to inquiries by e-mail, telephone, fax and by meeting with prospective applicants.

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

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes.

### Internal Review or Appeal Processes (6 / 13)

In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (*internal review* and *appeal*) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

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

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. An applicant is informed of their right to request a review of the Registrar's Proposal by way of the letter that covers the Registrar's Proposal and reasons. The applicant is afforded 60 days from the date of the Registrar's Proposal to request a review in writing to the Registrar.

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

None. The Committee will consider a review once all documents are received and the applicant has had an opportunity to make submissions on the file contents. The Committee has met its timelines as set out in the SWSSWA. By December 31 of the reporting year, one request for review was waiting to be considered by the Committee. Note: The College regulates two professions. As such, all applicants requesting a review are placed on the Committee's roster in the order in which the request was received.

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

No reviews exceeded the timelines.

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 is 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 "Fair Registration Practices Report 2008" which is linked from 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 SWSSWA 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 SWSSWA sets out the authority of the Registration Appeals Committee.

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 within the Committee.

e) Describe your internal review or appeal process.

The SWSSWA 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 SWSSWA. Membership is prescribed in the following manner: elected or appointed social work members; elected or appointed social service work members; and public members appointed by the Lieutenant Governor in Council. In the past year composition of the Committee from January to September 2009 consisted of: 2 public members, two elected social work Council members, one elected social service work Council member, and one appointed social service work member. As of September 2009 to December 31, 2009, composition of the Committee consisted of 2 public members, two elected social service work Council members, one elected social work Council member, and one appointed social work member.

The SWSSWA 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.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes.

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### Information on Appeal Rights (7 / 13)

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 describes the registration appeals process and the mandate and composition of the Registration Appeals Committee.
2. The “Fair Registration Practices Report 2008” is linked from 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 – 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.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes.

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### 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 demonstrates 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 ("CAAT"); 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 ("CAAT"); 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 ("CAAT"); 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 ("CAAT").

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. These policies were adapted from the Ministry of Training, Colleges and Universities – College Standards and Accreditation Council (“CSAC) - Social Services Worker Program Standards, 1996.

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 "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.

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

1. 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.

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

1. 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).

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 ("CAAT"). The Schedules as indicated below can be obtained by calling the College.

#### Introduction

Social service worker programs offered in Ontario at a CAAT 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 MTCU code 50721.

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. (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 College 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 College 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 CAAT, 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.
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 for 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.

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 Schedule "A", which will be forwarded upon request.

“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 Schedule “B” which will be forwarded upon request.

“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 Schedule "C" which will be forwarded upon request.

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.

### 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: a) obtained a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology ("CAAT"); or, b) 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 ("CAAT"); or, c) 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 ("CAAT").

However, as above, 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 ("CAAT").

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 sets out 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 large number of applications from social work and social service work applicants, are building knowledge and experience in this area through research and contacts with Canadian and international academic institutions and accrediting bodies

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: These are:

- 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 (“CAAT”); 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 (“CAAT”); 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 (“CAAT”). The Registrar is guided by the language in the Registration regulation. In order for an applicant to meet the requirements they must demonstrate that their academic qualifications and practical experience is substantially equivalent – equal to the essential and material requirements of the qualifications required for a diploma in social service work from a social service work program in Ontario. The Registration Policy is based on the standards set by the Ministry of Training, Colleges and Universities. A substantial variance from the criteria may create inconsistencies in the registrar’s reviews.

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 (“CAAT”).

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: a) The Human Services Counsellor Program at George Brown College; b) The Community Worker Program at George Brown College; and, c) 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 for both the social work certificate and the social service work certificate. 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 are forwarded to 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 anonymized 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 applying for a certificate of registration for social service work. Special accommodations will be addressed on a case by case basis. Note: The College regulates two professions. In two separate requests from an applicant and a member in the social work category, all printed materials from the College were forwarded to them in "Word" format in order for their computer software programs to convert the written word to voice. This required the College to make modifications to the PDF versions of the print materials.

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.

The application process does not begin until all required documents and payment of the correct fees are received at the College.



The time lines as addressed above:

1. Four to six weeks: 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 ("CAAT"); 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 ("CAAT"); 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 ("CAAT").

2. The length of the registration process will be longer for applicants who are applying for registration based on a combination of academic qualifications and practical experience. The requirements as set out in the Registration Policy are lengthy and complex. Each application is unique.

3. If an applicant requests expedition of his or her application, once all required documents and correct payment are received, the College will make every effort to expedite processing of the application.

4. The College communicates with applicants when fees or documents have not been received. In the case of all applicants, delays in receipt of documentation from third parties (for example, academic institutions or employers, where applicable) will delay the review process.

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 SWSSWA:

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 ("CAAT"); 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 ("CAAT"); 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 ("CAAT"); 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 ("CAAT").

The College accepts original/official transcripts of academic record directly from the academic institution.

## ii. Describe the criteria that are applied to determine 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 assessment:

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 assessment:

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.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes.

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### 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 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:

- 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

- 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 SWSSWA 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 accommodate 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 entered into a specific Memorandum of Understanding ("MOU") with World Education Services ("WES") relating to a finite number of applicants whose academic credentials were obtained outside Canada or the USA. The purpose of the agreement was to access WES' expertise and knowledge of international academic systems and institutions in order to determine the level of the academic credentials presented in the application. The College Registrar may use the information provided by WES as part of the determination on the applicant's application.

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

World Education Services ("WES") has developed expertise in determining the authenticity of official academic documents worldwide. For the purpose of this specific MOU, WES is providing confirmation regarding authenticity of the academic credentials; the level of the international academic credential in relation to the Canadian post secondary education system; and the weight ( course credits and marking system) of the course content that comprises the applicant's academic credential. The WES website outlines the requirements for an evaluation and describes these by specific country.

iii. Explain how work experience is taken into account.

The MOU with WES does not include evaluation of work experience.

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 to 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.

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.

The College, at this time, does not administer entry to practice 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.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes. However, the College entered into a specific Memorandum of Understanding (“MOU”) agreement relating to a finite number of applicants, and for which these applicants were informed and were not required to pay an additional fee.

## Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

Registration Staff Training:

In the course of the past years, Registration staff training has attended a variety of professional development activities:

- a two day workshop hosted by World Education Services on “Practical Skills in International Credential Evaluation”
- a workshop hosted by Richard Steinecke “Fair Registration Practices & Procedures: A Training Session for Staff and Committee Members”
- New staff who has been hired as Credential Evaluators on a contract basis to prepare applications regarding substantial equivalence based on a combination of academic qualifications and practical experience is provided with an orientation, an information manual and is linked with a mentor.
- a workshop “Managing Cultural Differences” organized by Ontario Regulators for Access (“ORAC”).
- a staff retreat facilitated by Lionel Larouche on Managing Cultural Differences
- a staff retreat facilitated by a representative from the Privacy Commission
- 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)
- Registration Exchange meetings with the registration staff of other Ontario regulators
- workshops and sessions organized by the Office of the Fairness Commissioner
- the Annual Conference of the (CLEAR) Council on Licensure, Enforcement and Regulation .Council members and staff have attended the Executive Leadership program. The College Registrar facilitated the Leadership program.
- the Annual Conference of Federation of Associations of Regulatory Boards (FARB)
- the Annual Conference of the National Organization for Competency Assurance (NOCA)
- the Annual Education Conference and Annual Meeting of the Association of Social Work Boards (ASWB).
- the first and second annual Ontario Profession Regulators' Policy Network (OPRPN)
- the College's Annual Education Day
- Business Writing and Grammar workshop
- Project Management workshop
- Time Management workshop

ii. individuals who make registration decisions

The SWSSWA sets out the powers and authority of the Registrar (and Deputy Registrar) in making registration decisions. The Registrar and Deputy Registrar attend Annual national and international conferences, participate on National working groups, and meet with other social work provincial regulators.



### iii. individuals who make internal review or appeal decisions

The Registration Appeals Committee, as set out in the SWSSWA 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 SWSSWA, 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. In the past four Committee members attended a workshop hosted by Richard Steinecke "Fair Registration Practices & Procedures: A Training Session for Staff and Committee Members".
4. On one past occasion, the Committee required more information prior to rendering a decision. In this case, the Committee asked for a legal opinion and presentation by a lawyer who specializes in Human Rights law.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes.

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### 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.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes.

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## Data Collection (12 / 13)

### Languages in which application information materials are available

a) Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes
Other (please specify)	N/A

### Paid staff employed by your organization

b) In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, 1 full-time employee and 1 part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	25
Staff involved in appeals process	2
Staff involved in registration process	10

**Countries where internationally educated applicants were initially trained**

c) In the following table, enter the top source countries where your applicants\* were originally trained in the profession (**excluding** Canada), along with the number of applicants from each of these source countries.

Enter the country names in descending order. (That is, enter the source country for the greatest number of your applicants in the top row, the source country for the second greatest number in the second row, etc.)

Use the dropdown menu provided in each row to select the country.

Note that only one country can be reported in each row. If two or more countries are tied, enter the information for these tied countries in separate rows.

Country of training (Canada excluded)	Number of applicants in the reporting year
Philippines	1
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	

\*Persons who have applied to start the process for entry to the profession.  
 Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, 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 whole numbers; do not enter commas or decimals).

The numbers to be reported in the **Members** row are the numbers on December 31<sup>st</sup> of the reporting year. For example, if you are reporting registration practices for the calendar year 2009, you should report the numbers of members in the different categories on December 31<sup>st</sup> of 2009.

	<b>Jurisdiction where members were initially trained in the profession (before they were granted use of the protected</b>
--	---

	title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>Members on December 31<sup>st</sup> of the reporting year</b>	1380	N/A	20	16	0	<b>1416</b>

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

*Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.*

Additional comments:

Historically, the College maintained statistical data on the COUNTRY of training. Therefore, for members who were trained in Canada, the province is unavailable.

The above numbers reflect the member's highest level of education, which may or may not have been the basis upon which they were issued a certificate of registration.

### Applications your organization processed in the past year

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

	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>New applications received</b>	273	1	0	1	0	<b>275</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	55	1	0	1	0	<b>57</b>

<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	77	1	1	6	2	<b>87</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	N/A	N/A	N/A	N/A	N/A	<b>0</b>
<b>Applicants who became members</b>	262	0	0	1	0	<b>263</b>
<b>Applicants who were authorized to receive an alternative class of licence* but were not issued a licence</b>	N/A	N/A	N/A	N/A	N/A	<b>0</b>
<b>Applicants who were issued an alternative class of licence*</b>	1	0	0	1	0	<b>2</b>

*Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.*

**Additional comments:**

Applicants actively pursuing licensing: includes those who applied for registration January 1 - December 31, 2009, but did not become registered in 2009. Includes also, applicants who applied for registration in 2009, but withdrew their application or were refused a certificate of registration.

Inactive Applicants: includes applicants who applied for registration between 2000 and 2008, but were not issued a certificate of registration as of December 31, 2009. Their status remains "Applicant". For those applicants who submitted two applications and each application is inactive, each application is included.

Applicants who were issued an alternative class of licensure: includes applicants who were issued a provisional certificate of registration. These applicants are also included in the section - Applicants who became members.

	<b>Class of licence</b>	<b>Description</b>
<b>a)</b>	Provisional Certificate	Section 63 (2) of the SWSSWA
<b>b)</b>		
<b>c)</b>		

d)		
e)		
f)		
g)		
h)		
i)		
j)		

**Reviews and appeals your organization processed in the past year**

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

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Jurisdiction where applicants 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	1	0	1
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

N/A

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes.

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### **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.
- 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, 2010

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