

Fair Registration Practices Report

Social Service Workers (2011)

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") has revised the website to improve access to information and to improve navigation. 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 "Registration"; 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 previous "Fair Registration Practices Reports".

The College website is kept current and up to date by College staff responsible for communications.

2. 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.

3. 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.

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

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

6. The College, in collaboration with the Ontario Ministry of Citizenship and Immigration (Queen's University Press), and a plain language writer, produced a Career Map titled "Access to the Social Worker and Social

Service Worker Designation in Ontario" which is posted on the Ministry of Citizenship and Immigration website and can be accessed through a link on the College website.

INFORMAL:

1. The College Registrar or Deputy Registrar meet with the Coordinators 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 visitors. Staff respond to requests for copies of the Registration Regulation and registration policies. Upon request application packages are mailed.

Staff "Contact Information" is posted on the website and in the "Perspective" publication. 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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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 1 a) 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

*** SAME AS LAST YEAR ***

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 based on their 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 1 a) 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 service work to be issued under Section 18(2) of the SWSSWA:

Sections 8.(1)1.i,ii,iii of the Registration Regulation do not require that an applicant complete practice or supervision by a registered member of the profession. However, the Regulation does require that an applicant must have engaged in the practice of social service work within the five years immediately before the date of the application or otherwise satisfy the Registrar that he or she is competent to perform the role of a social service worker. This requirement does not apply to an applicant who has obtained the academic qualifications, or the academic qualifications and experience, required for registration within the five years immediately before the date of the application. A Supplemental Form Regarding Competence to Perform the Role of a Social Service Worker has been developed and is to be completed by the applicant, if applicable, as part of the application for registration. There is no requirement that education or practical experience be completed in Ontario; or that practice must be supervised by a member of the profession who is registered in Ontario.

This information is communicated on the College website in the "Registration" section.

Section 8.(1)1.iv of the Registration Regulation refers to applicants who have a combination of academic qualifications and 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 Experience Performing the Role of a Social Service Worker Substantially Equivalent to a Diploma in Social Service Work" guides the Registrar's determination. The academic requirement; the 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 experience are not limited to having obtained their academic credentials, or experience or supervision within Ontario or Canada. The Registration Regulation does not require that an applicant complete his or her practice or supervision by a registered member of the profession.

As above, prospective members who wish to apply for a certificate of registration based on a combination of academic qualifications and 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.

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", the "Fair Registration Practices Reports" as well as the Audit of Registration Practices Report.

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

The College website and the registration guides provide information regarding required documentation. All applications and forms are available for download from the website.

All applicants are required to have submitted on their behalf 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.

In the case of applicants applying on the basis of a combination of academic qualifications and experience, verification of academic credentials must be received at the College directly from the academic institution. Independent evidence of their experience in the role of a social service worker and supervision by a social worker or social service worker must be forwarded directly from the employer/supervisor on the form provided in the application package.

A Supplemental Form Regarding Competence to Perform the Role of a Social Service Worker is to be completed, if applicable. If the applicant did not obtain his or her academic qualifications within the five years immediately preceding the date of application and has also not engaged in the practice of social service work within the five years immediately before the date of the application, he or she must submit a Supplemental Form with the application.

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.

3. Information about contacting the College can also be found in the "Fair Registration Practices Reports" 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 contact information 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 regarding forwarding academic verification. At this time, the applicant may be informed of noted omissions with the application form.
2. 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.
3. Following this, the College has introduced an internal practice that sets out a communication schedule to applicants when an application is incomplete. Reminder letters are forwarded at approximately two month intervals. Staff will also use e-mail and telephone contacts to expedite the process.
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 experience, the College may require additional information from the applicant's employer or supervisor. In these instances, the College will copy the letter to the applicant.

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. If the College receives documents that require translation, staff communicate with the applicant in writing (by Canada Post, e-mail or fax) or by telephone.

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

*** SAME AS LAST YEAR ***

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 Reports" which are 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. However, the College does communicate with applicants whose applications remain incomplete approximately every two months. After several such communications, if the application remains incomplete, a letter is forwarded with a deadline to provide the required information. If the file remains incomplete when the deadline passes, the file is closed. 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 within which to request a review of the Registrar's Proposal.

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

*** SAME AS LAST YEAR ***

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

The College will expedite the processing of an application upon request from an applicant, once all documents and payment of the correct fees are received.

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

The College website provides information about the fees that an applicant may incur respecting 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 for 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 Registrar's Proposal.

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

Applicants are informed on the College website, that if they require accommodation regarding special needs, they may telephone, write, e-mail or fax the College. Special accommodations are addressed on a case by case basis. Application forms, registration guides and other materials can be made available in an alternative format at an applicant's request.

The College intends to be in compliance with the Customer Service Standard, as required under the Accessibility for Ontarians with Disabilities Act (the "AODA") which came into force on January 1, 2012.

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.

*** SAME AS LAST YEAR ***

No. The College requires the same non refundable application fee and registration fee (prorated quarterly

when certificates are issued) from ALL applicants. All graduates of social service work programs who apply to the College no later than December 31 of the year in which they graduate are eligible for an exemption from paying the the total registration fee.

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. Four to six 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. Seven to sixteen 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 may be 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 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?

*** SAME AS LAST YEAR ***

The College has established registration practices for processing applications:

- Applicants are mailed an acknowledgement letter within two to three business days of the College receiving the application form. In the letter, there is a reminder 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 at the time of the acknowledgement letter or within one to two weeks of receiving the application.
- An internal office practice sets out a communication schedule to inform applicants approximately every two months, when an application remains incomplete.
- Letters from the Registrar seeking further information regarding an applicant's conduct are forwarded within one to two weeks of the Registrar initially 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 resource binder with their certificate of registration within: a) one week to two weeks in the first quarter of the year; and, b) two to three weeks in the second, third and fourth quarters of the year (New members receive a prorated refund of the registration fee in the second, third or fourth 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?

*** SAME AS LAST YEAR ***

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. In response to a recommendation in the Registration Practices Audit report, the College has implemented a system to track incomplete applications.
2. 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.
3. The College data base is relied on to generate queries and reports which provide information about adherence to established practices.
4. The Registrar and Deputy Registrar, each with authority to issue certificates of registration are provided with current statistical information.

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.

*** SAME AS LAST YEAR ***

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 administrative forms. 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 written submissions.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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

d) List the fees for making records available.

*** SAME AS LAST YEAR ***

N/A.

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

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

1. The College website provides information about the application process and the forms that are available for download.
2. 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 forms.
3. College staff responds to inquiries by e-mail, telephone, fax and by meeting with prospective applicants.
4. Information and links to relevant resources on the College website are kept current by College staff.
5. 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, and Supplemental Form Regarding Competence to Perform the Role of a Social Service Worker (where applicable);

b) Relevant links to social service work resources which include:

- 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 Reports and the Report on Entry-to-Practice Review)
- Global Experience Ontario
- The Association of Translators and Interpreters of Ontario
- Language Proficiency Testing Systems
- Colleges of Applied Arts & Technology
- Ontario Social Service Worker Association (OSSWA)
- Ontario Job Futures

c) Notice of meetings of College Council

d) 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.

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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.

*** SAME AS LAST YEAR ***

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. When an applicant requests a review by the Registration Appeals Committee, the review by the Committee only commences once all submissions for

the review have been received and the applicant has had the opportunity to review the file contents.

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

None. 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.

As a note, the Committee may, during the course of its review, determine that it requires more information from the applicant or a third party on behalf of the applicant. If this is the case, the Committee will adjourn the review and direct College staff to write to the applicant. Typically, an applicant is informed that additional information is to be received within a specified time frame. This has not affected the timelines of the Committee.

The Committee has made efforts to address waiting lists. In past years, the Committee met monthly and the Committee Chair authorized additional Panels to review requests. The Committee continues to meet monthly.

By December 31 of the reporting year, four requests for review were waiting to be considered by the Committee.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

No reviews exceeded the timelines.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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 Reports" which are 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.

*** SAME AS LAST YEAR ***

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.

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 draft decision with reasons is prepared. 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. From January 2011 to September 2011, composition of the Committee consisted of: two public members, two elected social service work Council members, one elected social work Council member and one appointed social work member. From September 2011 to December 2011, composition of the Committee consisted of: two public members, two elected social work Council members, one elected social service work Council member and one appointed social service work member.

The SWSSWA does not set out specific educational requirements for members of the Committee. As such, it is not known if any of the members of the Committee obtained international educational 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.

*** SAME AS LAST YEAR ***

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 Reports" are 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.

*** SAME AS LAST YEAR ***

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 application 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 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 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 CAAT; or

- produces documentation satisfactory to the Registrar that shows that the applicant has a combination of academic qualifications and 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 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 service work;

ii. will practise social service 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 service 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 and Refugee Protection Act Canada to engage in the practice of social service work.

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

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

6. Engagement in the practice of social service work within the five years immediately before the date of the application or otherwise satisfy the Registrar that the applicant is competent to perform the role of a social service worker. This requirement does not apply to an applicant who has obtained the academic qualifications or the academic qualifications and experience required within the five years immediately before the date of the application.

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

While there is not a policy specifically for programs completed outside of Canada, there are two policies that have been approved by Council of the College regarding academic credentials obtained outside **Ontario**. These policies were adapted from the Ontario Ministry of Training, Colleges and Universities – College Standards and Accreditation Council (“CSAC”) - Social Service Worker Program Standard, 2007.

1. "Combination of Academic Qualifications and Experience Performing the Role of a Social Service Worker Substantially Equivalent to a Diploma in Social Service Work" (approved by Council on May 26, 2003 and amended on March 22, 2011):

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 academic program must be a minimum of four academic semesters in duration.
2. The applicant must demonstrate that he or she meets the Vocational Learning Outcomes, General Education Requirement and Essential Employability Skills in the manner set out below.

Vocational Learning Outcomes

3. The applicant must demonstrate that he or she has achieved, through the course credits obtained in the academic program, the following 9 Vocational Learning Outcomes:

- i. the ability to develop and maintain professional relationships which adhere to professional, legal and ethical standards aligned to social service work.
- ii. the ability to identify strengths, resources, and challenges of individuals, families, groups, and communities to assist them in achieving their goals.
- iii. the ability to recognize diverse needs and experiences of individuals, groups, families, and communities to promote accessible and responsive programs and services.
- iv. the ability to identify current social policy, relevant legislation, and political, social, and/or economic systems and their impacts on service delivery.
- v. the ability to advocate for appropriate access to resources to assist individuals, families, groups, and communities.
- vi. the ability to develop and maintain positive working relationships with colleagues, supervisors, and community partners.
- vii. the ability to develop strategies and plans that lead to the promotion of self-care, improved job performance, and enhanced work relationships.
- viii. the ability to integrate social group work and group facilitation skills across a wide range of

environments, supporting growth and development of individuals, families, and communities.
ix. the ability to work in communities to advocate for change strategies that promote social and economic justice and challenge patterns of oppression and discrimination.

4. The course credits obtained in the academic program that are used to demonstrate achievement of the 9 Vocational Learning Outcomes must be equal to a minimum of 680 instructional hours (approximately 17 vocational courses).

5. The course credits obtained in the academic program that are used to demonstrate achievement of the 9 Vocational Learning Outcomes cannot be applied to demonstrate achievement of the General Education Requirement or the general education instructional hour requirement.

Essential Employability Skills

6. The applicant must demonstrate, in the manner set out below, that he or she has achieved the following 11 Essential Employability Skills:

- 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 the audience.
- ii. the ability to respond to written, spoken, or visual messages in a manner that ensures effective communication.
- iii. the ability to execute mathematical operations accurately.
- iv. the ability to apply a systematic approach to solve problems.
- v. the ability to use a variety of thinking skills to anticipate and solve problems.
- vi. the ability to locate, select, organize, and document information using appropriate technology and information systems.
- vii. the ability to analyze, evaluate, and apply relevant information from a variety of sources.
- viii. the ability to show respect for the diverse opinions, values, belief systems, and contributions of others.
- ix. the ability to interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.
- x. the ability to manage the use of time and other resources to complete projects.
- xi. the ability to take responsibility for one's own actions, decisions, and consequences.

7. The applicant must demonstrate that he or she has achieved the 11 Essential Employability Skills described in paragraph 6 above principally by obtaining course credits that form 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 experience or a combination of the foregoing, in addition to obtaining course credits that form part of the academic program in order to demonstrate his or her achievement of the 11 Essential Employability Skills.

General Education Requirement

8. The applicant must demonstrate that he or she has achieved, through the course credits obtained in the academic program, the General Education Requirement, in at least one of the following areas of study:

- i. Arts in Society: recognize and evaluate artistic and creative achievements.
- ii. Civic Life: understand the patterns of human relationships that underlie the orderly interactions of a society's various structural units.
- iii. Social and Cultural Understanding: gain an awareness of one's own place in contemporary culture and society by acquiring knowledge of the patterns and precedents of the past.
- iv. Personal Understanding: develop and understand oneself as an integrated physiological and psychological entity in order to be a fully functioning person.

v. Science and Technology: understand the basics of scientific inquiry that deals with fundamental or basic questions of science and technology in a non-applied manner.

9. The course credits obtained in the academic program that are used to demonstrate achievement of the General Education Requirement, must be equal to a minimum of 120 instructional hours.

10. The course credits obtained in the academic program that are used to demonstrate achievement of the General Education Requirement cannot be applied to demonstrate achievement of the Vocational Learning Outcomes or the vocational learning outcomes instructional hour requirement.

Experience Performing the Role of a Social Service Worker

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

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 year of experience performing the role of a social service worker, the applicant must have had direct responsibility for providing social service work services to individuals, dyads, families, groups, organizations, and communities or any of the foregoing.

Supervision

14. During the period of time the applicant performed the role of a social service worker, 650 hours 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 and amended on March 22, 2011):

Requirements

In this policy, "Social Service Worker Program Standard" refers to the document published by the Ontario Ministry of Training, Colleges and Universities in March 2007 entitled "Social Services Worker Program Standard." In this policy, "applicant" refers to a person who has applied to the Ontario College of Social Workers and Social Service Workers for a certificate of registration for social service work and who has obtained a diploma from a social service work program or an equivalent program offered outside Ontario. In order for a social service work program or an equivalent program offered outside Ontario to be approved by Council as equivalent to a social service work program offered in Ontario at a 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 meet the practicum requirements set out in Appendix I including that graduates are required to fulfill a minimum of 650 supervised practicum hours.

3. The program must meet the program standards set out in the Social Service Worker Program Standard. In this regard, the program must meet the general education requirement, essential employability skills standard and vocational learning outcomes for social service worker programs set out in the Social Service Worker Program Standard, in accordance with the requirements set out in Appendix II.

4. The program must be at least two years in length and a minimum of four academic semesters in duration. The total number of instructional hours completed in the program must be at least 1200 hours.

5. It must be demonstrated that graduates are required to complete general education courses that relate to

at least one of the areas of study described in Schedule "A" and that consist of a minimum of 120 instructional hours.

6. It must be demonstrated that graduates are required to complete a minimum of 680 instructional hours related to the vocational learning outcomes through approximately 17 vocational 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 as described above.

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 Social Service Worker Program Standard.

Appendix I - Practicum Requirements

It must be demonstrated the the practicum requirement for the program includes the following:

- A learning contract, which includes learning goals, between the student and the organization providing the field placement.
- A formal evaluation of the supervised practicum experience by the student and the practicum supervisor.
- A minimum of 650 supervised practicum hours.
- A student practicum setting that is consistent with the scope of practice of the profession of social service work. During the 650 supervised 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. Program and course descriptions, as found in the course calendar, must be included in the documentation provided to the College.

II.1 General Education Requirement

Consistent with the general education policy for colleges of applied arts and technology, it must be demonstrated that graduates of the program have been engaged in learning that exposes them to at least one discipline outside their main field of study and increases their awareness of the society and culture in which they live and work.

It must be demonstrated that graduates are required to complete general education courses that relate to at least one of the areas of study set out in the attached Schedule "A" and that consist of a minimum of 120 instructional hours. [NOTE: Schedule "A" is not included in this report but is available 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 vocational learning outcomes instructional hour requirement.

II.2 Vocational Learning Outcomes

All nine vocational learning outcomes must be achieved through vocational courses. The nine vocational

learning outcomes are set out in the attached Schedule "B". [NOTE: Schedule "B" is not included in this report but is available upon request.]

It must be demonstrated that graduates are required to complete a minimum of 680 instructional hours related to the vocational learning outcomes through approximately 17 vocational courses.

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 instructional hour requirement.

II.3 Essential Employability Skills

All eleven essential employability skills must be achieved in the program. The eleven essential employability skills are set out in the attached Schedule "C". [NOTE: Schedule "C" is not included in this report but is available upon request.]

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 CAAT; or, b) obtained a diploma from a program offered in Ontario at a 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 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 CAAT.

However, as above, if the applicant applies to the College on the basis of having a combination of academic qualifications and experience, it is the Registrar's determination whether their combination of academic qualifications and 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 CAAT.

The Registration Policy of the College regarding a Combination of Academic Qualifications and Experience Performing the Role of a Social Service Worker 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 setting where he/she performed the role of a social service worker for at least one year. 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 one year of experience performing the role of a social service worker, 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. In addition, 650 hours of this practice must have been supervised by a social worker or social service worker.

As noted above, the registration regulation requires that an applicant must have engaged in the practice of social service work within the five years immediately before the date of the application or otherwise satisfy the Registrar that he or she is competent to perform the role of a social service worker. This requirement does not apply to an applicant who has obtained the academic qualifications, or the academic qualifications and experience, within the five years immediately before the date of the application.

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"), now known as Institute for Credentialing Excellence ("ICE") 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 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:

a) diplomas in social service work from a social service work program offered in Ontario at a CAAT;

b) diplomas from a program offered in Ontario at a 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 CAAT; and,

c) diplomas 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 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 and amended on March 22, 2011) sets out the requirements for item b) above. To date, Council has approved three programs in Ontario as equivalent to a social service work program offered in Ontario at a CAAT: 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 "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 and amended on March 22, 2011) sets out the requirements for item c) above. To date, Council has approved 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 CAAT.

2. For those applicants who do not meet one of the above, the Registration Policy regarding a "Combination of Academic Qualifications and Experience Performing the Role of a Social Service Worker Substantially Equivalent to a Diploma in Social Service Work" (approved by Council on May 26, 2003 and amended on March 22, 2011) sets out the academic requirements and experience required for the issuance of a certificate of registration.

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

3. The Registration Appeals Committee: The Committee has reviewed applications from applicants who applied for registration on the basis of having a combination of academic qualifications and 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 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.

*** SAME AS LAST YEAR ***

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
- Telephone, fax and correspondence with the applicant's 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.

Special accommodations are addressed on a case by case basis. Application forms, registration guides and other materials can be made available in an alternative format at an applicant's request.

As previously indicated, the College intends to be in compliance with the Customer Service Standard, as required under the Accessibility for Ontarians with Disabilities Act (the "AODA") which came into force on January 1, 2012.

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

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.

*** SAME AS LAST YEAR ***

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 experience. The requirements as set out in the Registration Policy are lengthy and complex. Each application is unique and requires detailed review and research.

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 from employers, where applicable) will delay the review process.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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.

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

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

Council of the College has approved three registration policies regarding equivalence or substantial equivalence:

1. "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".
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 Experience Performing the Role of a Social Service Worker Substantially Equivalent to a Diploma in Social Service Work".

iii. Explain how work experience is taken into account.

The Registration Regulation requires that an applicant must have engaged in the practice of social service work within the five years immediately before the date of the application or otherwise satisfy the Registrar that he or she is competent to perform the role of a social service worker. This requirement does not

apply to an applicant who has obtained the academic qualifications, or the academic qualifications and experience, required for registration with the College, within the five years immediately before the date of application.

Graduates of programs that fall within the following three registration regulation requirements are not required to demonstrate work experience as an entry to practice requirement:

- Diploma in social service work from a social service work program offered in Ontario at a CAAT;
- Program offered in Ontario at a 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 CAAT; and
- 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 CAAT.

However, as indicated above, applicants seeking registration based on a combination of academic qualifications and experience are required to demonstrate work experience by way of practise in a setting where the applicant performed the role of a social service worker for at least one year. 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 this year the applicant must have had direct responsibility for providing social service work services to individuals, dyads, families, groups, organizations and communities. In addition, during the period of time the applicant performed the role of a social service worker, 650 hours 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.

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

*** SAME AS LAST YEAR ***

N/A.

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

*** SAME AS LAST YEAR ***

N/A.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

N/A.

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

*** SAME AS LAST YEAR ***

N/A.

l) If your organization administers examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

N/A.

iii. State how often exam questions are updated and the process for doing so.

*** SAME AS LAST YEAR ***

N/A.

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

On March 22, 2011, three registration policies were amended and approved by Council. The policies are:

- Combination of Academic Qualifications and Experience Performing the Role of a Social Service Worker Substantially Equivalent to a Diploma in Social Service Work
- 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
- 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

Amendments to the policy "Combination of Academic Qualifications and Experience Performing the Role of a Social Service Worker Substantially Equivalent to a Diploma in Social Service Work" required changes to the College website, the application form, registration guide and supplemental form.

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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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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

*** SAME AS LAST YEAR ***

Language Testing Systems:

- TOEFL (Test of English as a Foreign Language), together with TSE (Test of Spoken English) – the website makes available research, reliability and validity reports, technical reports, and test and score data summaries.
- IELTS (International English Language Testing System)- the website makes available a common European Framework Report, analysis of test data, research abstracts, score processing, reporting and interpretation.
- MELAB- The University of Michigan (Michigan English Language Assessment Battery -)- the website has a research section, an on-line library, subject bibliographies, links to resources and other relevant websites, and conversation circles.
- CanTest and TestCan (Faculty of Arts – Official Languages and Bilingualism Institute, University of Ottawa) - the website makes information available about its procedures and policies.

iii. provides timely decisions, responses and reasons to applicants

*** SAME AS LAST YEAR ***

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

iv. provides training to individuals assessing qualifications

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

World Education Services ("WES"): WES is a member of the Alliance of Credential Evaluation Services of Canada, and indicates it is in compliance with the Alliance's standards.

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

WES has developed expertise in determining the authenticity of official academic documents worldwide. When requested, WES provides 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.

WES: The College does not request an 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.

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

N/A.

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

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

N/A.

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

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

N/A. 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.

*** SAME AS LAST YEAR ***

N/A.

iii. State how often exam questions are updated and the process for doing so.

*** SAME AS LAST YEAR ***

N/A.

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

*** SAME AS LAST YEAR ***

No changes.

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Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

Registration staff has attended a variety of professional development activities including workshops and conferences held by the following organizations/individuals:

- World Education Services (WES)
- Ontario Regulators for Access (ORAC)
- Council on Licensure, Enforcement and Regulation (CLEAR)
- Association of Social Work Boards (ASWB)
- Ontario Professional Regulators' Policy Network (OPRPN)
- Canadian Network of National Associations of Regulators (CNNAR)
- Richard Steinecke

ii. individuals who make registration decisions

*** SAME AS LAST YEAR ***

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 provincial and international 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. Committee members have attended one of the two workshops hosted by Richard Steinecke "Fair Registration Practices & Procedures: A Training Session for Staff and Committee Members".

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

No changes. The College continues to provide training opportunities for all staff.

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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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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)	

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	25.8
Staff involved in appeals process	2
Staff involved in registration process	8.8

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants¹ 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
U.S.	2
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	

¹Persons 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 members² 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 31st 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 31st of 2009.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Members on December 31st of the reporting year	1600	N/A	12	14	2	1628

² 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:

d) Jurisdiction where members were initially trained:

Historically, the College maintained statistical data on the COUNTRY of training. As such, the province is not unavailable for members who were trained in Canada. In addition, the numbers above reflect the member's highest education, which may or may not have been the basis of the registration with the College.

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 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	399	1	2	0	0	402
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	106	1	2	0	0	109
Inactive applicants (applicants who had no contact with your organization in the reporting year)	61	1	0	3	0	65
Applicants who met all requirements and were authorized to become members but did not become members	N/A	N/A	N/A	N/A	N/A	0
Applicants who became FULLY registered members	364	0	1	0	0	365
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	N/A	N/A	N/A	N/A	N/A	0
Applicants who were issued an alternative class of licence³	0	0	0	0	0	0

³ An alternative class of licence enables its holder to practise with limitations, but additional registration requirements must be met in order for the member to be fully licenced. Please list and describe below the alternative classes of licence that your organization grants, such as student, intern, associate, provisional or temporary.

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 applicant who applied for registration in 2011, but did not become registered in 2011. This also includes applicants who applied in 2011, but withdrew their application or were refused a certificate of registration in the same year.

Inactive Applicants: Includes those applicants who applied for registration on or before December 31, 2010, but were not yet registered as of December 31, 2011 and remain applicants.

	Class of licence	Description
a)		<input type="text"/>
b)		<input type="text"/>
c)		<input type="text"/>
d)		<input type="text"/>
e)		<input type="text"/>
f)		<input type="text"/>
g)		<input type="text"/>
h)		<input type="text"/>
i)		<input type="text"/>

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 st to December 31 st 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	5	0	0	0	0	5
Appeals heard	3	0	0	1	0	4
Registration decisions changed following an appeal	1	0	0	0	0	1

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:

Appeals heard: Includes reviews where a decision was approved (concluded) and reviews where the decision has only been approved in principle. It also includes 1 applicant for whom the Committee considered the applicant's request for an extension of time to provide additional documents.

Also, for this section - a number of applicants obtained their academic qualifications in more than one jurisdiction. Typically, the jurisdiction where the applicant obtained his/her first degree (academic credential) is represented here.

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

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

Title: Registrar and CEO

Date: March 1, 2012

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