

Fair Registration Practices Report

Social Workers (2009)

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

This Fair Registration Practices Report was produced as required by:

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

Provision of Information About Registration Practices (1 / 13)

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

a) steps to initiate the registration process

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

FORMAL:

1. College website: A prospective applicant may navigate the website through the section "Prospective Members"; receive answers to questions in the section "Frequently Asked Questions"; visit other relevant sites through links 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 work students or visit the section specific to internationally educated applicants; download a copy of the "Annual Report"; view or download an application form with its corresponding Registration Guide; and download a copy of "The Fair Registration Practices Report 2008". Members of the College who provide a current email address will receive timely e-bulletins. The College website is kept current and up to date by College staff responsible for communications.
2. Annually, in March, the College provides Deans and Directors of social work programs in Ontario with a package of information for distribution to graduating students regarding the current registration process.
3. Throughout the year, College staff present information about the College and the registration process to groups of students at social work programs in Ontario.
4. Throughout the year, College staff present information about the College and the registration process to employees and employers in a variety of health and social service settings in Ontario.
5. The College publishes a brochure for social work students that contains information about registration in the College, which as above, may be downloaded from the College website.
6. The College publishes in hard copy and on the website, a bi-annual newsletter called "Perspective". Each issue contains an article or update about registration in the College.

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

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

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

INFORMAL:

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

2. College staff responds to e-mail, fax, telephone inquiries and in office visitors. This includes mailing copies of the Registration Regulation and registration policies and mailing of application packages.

Staff "Contact Information" is on the website, and there are two e-mail addresses for: "registration @" and "info @".

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

b) requirements for registration

The requirements for registration are set out in the SWSSWA, the Registration Regulation made under the Act, registration policies approved by Council of the College, and bylaws of the College. As above, prospective members may read the SWSSWA and the Registration Regulation through a link on the College website.

In everyday language, the requirements for registration, as indicated in 1a) above can also be found on the application forms and the corresponding Registration Guides; in answers to "Frequently Asked Questions"; through personal contact by e-mail, fax, telephone and in office meetings with College staff; and through formal presentations at academic institutions, and a variety of social service and health care settings throughout the province.

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

1. The College website outlines how the requirements for registration are to be met. The website is designed to guide prospective applicants to the appropriate section of the website which corresponds to their own academic qualifications. In each registration section, applicants will find links to other relevant registration information.

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

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

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

There is no requirement that education or practical experience be completed in Ontario; or practice that must be supervised by a member of the profession that is registered in Ontario.

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

1. Sections 7 (1) 1. i and ii of the Registration Regulation refer to applicants who respectively: (i) obtained a degree in social work from a social work program accredited by the Canadian Association for Social Work Education (the "CASWE") or a degree from a social work program or equivalent program offered in Canada and approved by Council as equivalent to a social work program accredited by the CASWE; or, (ii) obtained a degree from a social work program offered outside Canada and approved by Council as equivalent to a social work program accredited by the CASWE. This relates to applicants who obtained degrees in social work from social work programs in the USA which are accredited by the Council on Social Work Education (the "CSWE") or applicants who obtained a social work degree from a country other than Canada or the USA, and their social work academic credentials were evaluated by the Canadian Association of Social Workers (the "CASW") as equivalent to at least a Canadian B.S.W. Applicants who meet the academic requirements in sections 7 (1) 1. i and ii are not required to provide evidence of work experience, or supervision or course content.

2. Section 7.(1)1.iii of the Registration Regulation refers to applicants who have a combination of academic qualifications and practical experience that the Registrar determines is substantially equivalent to the qualifications required for a degree in social work from a social work program accredited by the CASWE. The "Registration Policy of the College Regarding Academic Qualifications and Practical Experience Substantially Equivalent to a Degree in Social Work" guides the Registrar's determination. The academic requirement; the practical experience requirement; and the supervision requirement are described in the relevant section of the College website: "Applicants with no SW degree - "Graduates of non-accredited Canadian and American social work programs or Graduates of Degree Programs that are not in Social Work" (Note: There is a separate section of the website that provides information to Applicants with International Social Work credentials). Applicants applying on the basis of a combination of academic qualifications and practical experience are not limited to having obtained their academic credentials, or practical experience or supervision within Ontario or Canada.

As above in 1a), prospective members who wish to apply for a certificate of registration based on a combination of academic qualifications and practical experience will find detailed information by way of: the College website; the application form and corresponding Registration Guide, which also includes a detailed description of the registration criteria and provides the required supporting documents; and through e-mail, telephone, fax, and in office meetings with College staff. College staff will fax or mail copies of the registration policy upon request.

e) requirements that may be satisfied through acceptable alternatives

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

prior to submitting an application form.

f) the steps in the assessment process

As above in 1a) the College website, the student brochure, presentations at academic institutions and work place settings, information communicated by College staff through e-mail, telephone, fax and in person meetings, each provide a prospective applicant with information about the assessment process. Prospective applicants will also find information about the steps in the assessment process in the Career Map - "Access to the Social Worker and Social Service Worker Designation in Ontario", and the "Fair Registration Practices Report 2008".

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

All applicants are required to submit original/official verification of their academic credentials directly from a third party:

1. In the case of social work graduates from Canadian or American accredited social work programs by the Canadian Association for Social Work Education (the "CASWE") or the Council on Social Work Education (the "CSWE") respectively, verification of academic credentials must be received at the College directly from the academic institution.

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

3. In the case of applicants who obtained their social work academic credentials from international social work programs outside Canada and the United States, a letter regarding the outcome of the evaluation of their international social work credential must be received directly from the Canadian Association of Social Workers (the "CASW"). The applicant is not required to submit another set of official/ original transcripts to the College. The College website directs prospective applicants with international academic credentials to the CASW website. The CASW website outlines its requirements for an evaluation of the international social work academic credentials. The CASW website also provides information about the length of time the CASW will take to evaluate the equivalency of international social work academic credentials once all documents have been received at the CASW office.

4. 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. It has been the College's experience that most applicants who received their social work academic credentials internationally, contact the CASW prior to contacting the College. As such, translated documents are more likely to be submitted to the CASW. The College receives few documents that require translation.

5. 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.

6. Applicants who received a Certificate in Canadian Social Work Practice from Ryerson University's Internationally Educated Social Workers Bridging Program (IESW) and apply to the College no later than December 31 of the year in which they receive this certificate are eligible for a reduction of the registration fee

and for a reduction of the annual fee for the two following years, provided the annual fee is submitted to the College by the required date. A certificate of completion must be received directly from Ryerson. (Note: Participation in the Ryerson IESW Bridging program is not a requirement of registration in the College).

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 or in person to discuss their individual situations.
2. Typically, the CASW is the organization that receives social work academic credentials on behalf of an applicant who obtained their academic social work credential internationally. There have been no situations where Canadian or American educated social work applicants were unable to provide independent evidence of their academic qualifications.
3. Information about contacting the College can be found in the Career Map - "Access to the Social Worker and Social Service Worker Designation in Ontario", which is posted on the website of the Ontario Ministry of Citizenship and Immigration.
4. Information about contacting the College can be found in the "Fair Registration Practices Report 2008", which is on the College website and is also linked from the Office of the Fairness Commissioner website.
5. The College, in entering into a specific Memorandum of Understanding ("MOU") with World Education Services ("WES") regarding a finite number of applications, relied on WES' expertise and contacts to obtain verification of academic credentials on behalf of an applicant, (and with the applicant's knowledge) directly from a country where there had been political unrest.

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 available.
2. The bi-annual newsletter, "Perspective" in hard copy and a website version identifies staff positions and contact information.
3. College staff provides business cards to visitors to the office.
4. College staff provides business cards at presentations and forums throughout the year.

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

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

1. Once an application is received, an acknowledgement letter is forwarded to the applicant within two to three business days. This letter also contains a reminder to the applicant about forwarding academic verification directly to the College.
2. Where applicable, a reminder letter is forwarded to the applicant if academic verification is not received by 30 days of the College receiving the application form.
3. If an application form is incomplete, or the College has difficulty processing payment, a letter is forwarded to the applicant outlining the outstanding issues within 1-2 weeks of receipt by the College.
4. College staff respond to inquiries by e-mail, fax, and telephone, as well as meet with visitors to the office.
5. With specific written permission from an applicant, the Director of Registration will speak with a third party regarding the status of an applicant's application.
6. In the case of an applicant who is applying for a general certificate of registration based on a combination of academic qualifications and practical experience, the College may require additional information from the applicant's employer or supervisor. In these instances, the College will also send a letter to the applicant informing them of the contact with the employer or supervisor.

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

1. The College website outlines the process for obtaining translation of documents that are in languages other than English or French. The website provides relevant links to translation services.
2. College staff communicate by e-mail, fax, telephone and meetings in the office.

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

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

1. Prospective applicants learn about the registration requirements once they select the section based on their academic education. If an applicant obtained international social work academic credentials, there is a link to the Canadian Association of Social Workers (the "CASW") website where an application package called "Assessment of Foreign Trained Social Workers' Degrees" can be found.
2. Prospective applicants will find a link to the IESW - Certificate in Canadian Social Work Practice - the social work bridging program at Ryerson University. Note: Participation in the IESW bridging program is not a requirement for registration in the College.

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

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

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

6. Information regarding the CASW, language proficiency testing systems acceptable to the College, and translation services are also found in the "Fair Registration Practices Report 2008" which is linked from the website of the Office of the Fairness Commissioner.

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

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

2. Applicants requesting a review of the Registrar's Proposal to refuse to issue a certificate of registration are informed of the deadline, as set out in the SWSSWA to initiate a request for review. The applicant is informed of the sixty day timeframe to request a review of the Registrar's Proposal in a covering letter.

The process for requesting a review, and the length of time it may take before the Registration Appeals Committee reviews an application, are described in the section of the College website pertaining to "Registration Appeals".

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

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

The link to the Canadian Association of Social Workers (the "CASW") website provides information about the length of time the CASW will take to evaluate the equivalency of an international social work application once all documents have been received at the CASW office.

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

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

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

There is no fee for an applicant to request a review of the Registrar's Proposal. Applicants are informed by way of the College website and in the cover letter from the Registrar.

An applicant is also informed that they may resubmit a registration fee, in the event the Registration Appeals Committee directs the Registrar to issue a certificate of registration.

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

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

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

No changes.

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Amount of Fees (2 / 13)

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

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

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

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

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

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

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 the correct fees are received, the following timelines are in place for making registration decisions regarding an applicant's registration with the College:

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

1. 4-6 weeks

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

Note: The majority of applications from individuals who obtained an evaluation of their international social work academic credentials by the Canadian Association of Social Workers (the "CASW"), and where the evaluation determined their social work academic credentials are equivalent to at least a Canadian BSW, are processed within this time frame.

2. 7-16 weeks:

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

3. Greater than 16 weeks:

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

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

The College has established registration practices for processing applications:

- Applicants are mailed an acknowledgement letter within two to three business days of the College receiving the application form (The letter includes 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 within one week of receiving the application.
- Reminder letters regarding academic verification (when applicable) are forwarded 30 days after receipt of the application.
- Letters from the Registrar seeking further information regarding an applicant's conduct are forwarded within one to two weeks of the Registrar 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 binder of literature 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, fourth quarters of the year (New members receive a prorated refund of the registration fee in the 2nd, 3rd or 4th quarters of the year which requires a number of additional administrative controls).
- Timelines respecting decisions of the Registration Appeals Committee are set out in the SWSSWA.

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

1. As stated above, the Registrar will communicate a decision regarding registration to an applicant within 4-6 weeks, 7-16 weeks or later than 16 weeks after receiving all required documentation and payment of 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 will receive a written document that outlines all the areas considered by the Registrar and the reasons for the proposal.

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

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

1. Registration processes and practices have been developed with an emphasis on customer service. Registration staff has been trained and oriented to timely preparation of application files.

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

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

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

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

No changes.

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Access to Records (4 / 13)

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

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

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

In practice, upon the College receiving a written request from an applicant for access to their records, College

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

2. Section 21. (4) of the SWSSWA relates to applicants who have requested a review of the Registrar's Proposal by the Registration Appeals Committee:

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

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

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

Section 19. (2) of the SWSSWA defines an exception to disclosure of an application to an applicant:

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

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

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

d) List the fees for making records available.

N.A.

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

N.A.

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

No changes.

Resources for Applicants (5 / 13)

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

1. Application packages include a Registration Guide (application guide) that describes the registration requirements. The package also includes additional information regarding registration, and where applicable, relevant College forms.
2. College staff responds to inquiries by e-mail, telephone, fax and by meeting with prospective applicants.
3. The IESW – Bridging Program for Internationally Educated Social Work Professionals grants a Certificate in Canadian Social Work Practice. Applicants can access this information through a link on the College website.
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.

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

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

a) Application forms and the corresponding Registration Guides.

b) Relevant links to social work resources which include:

The Canadian Association for Social Work Education (the "CASWE")

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

The Ontario Association of Social Workers (the "OASW") which also links to other social work websites

The Council on Social Work Education (the "CSWE")

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

The Ministry of Community and Social Services

The Ministry of Health and Long Term Care

The Ministry of Training, Colleges and Universities

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

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

Global Experience Ontario

The Internationally Educated Social Work Professionals Program at Ryerson University

The Association of Translators and Interpreters of Ontario
Language Proficiency Testing Systems
Ontario Job Futures
Notice of meetings of College Council
Publication archives

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

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

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

No changes.

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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.

When an applicant requests a review by the Registration Appeals Committee, the review by the Committee only commences once all submissions for the review have been received and the applicant has had the opportunity to review the file contents. An applicant is informed of their right to request a review of the Registrar's Proposal by way of the letter that covers the Registrar's Proposal and reasons. The applicant is afforded 60 days from the date of the Registrar's Proposal to request a review in writing to the Registrar.

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

None. The Committee will consider a review once all documents are received and the applicant has had an opportunity to make submissions on the file contents. The Committee has met its timelines as set out in the SWSSWA.

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, 12 requests were waiting for review. All were received after June 30, 2009.

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

N/A. No reviews exceeded the timelines.

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

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

1. In the letter covering the Proposal of the Registrar, the applicant is informed of their right to request a review and is informed that they may provide written submissions with their request.
2. Once a request for review is received by the College, an applicant is provided with copies of the documents the Committee intends to consider on the review. The applicant is informed that they may make written submissions on any of these documents within 30 days from the date of the letter.
3. If the College receives documents by a third party on behalf of the applicant, copies of third party documents are forwarded to the applicant. The applicant has an additional 30 days to make submissions on these third party documents.

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

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

1. The cover letter to the Registrar's Proposal specifies that the request for review and any submissions must be in writing.
2. In the letter forwarded to applicants by the Committee, which encloses all documents which it intends to consider, the applicant is informed that they may make written submissions.
3. In the letter forwarded to applicants which encloses copies of submissions from third parties received on their behalf, the applicant is informed that they may make written submissions.
4. Information about the Registration Appeals process and the Registration Appeals Committee's mandate can be found on the College website; in the "Fair Registration Practices Report 2008"; and, in the "Career Map –

Access to the Social Worker and Social Service Worker Designation in Ontario" which is posted on the website of the Ministry of Citizenship and Immigration.

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

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

The 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 on the review made on behalf of the applicant by a third party.

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

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

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

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

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

approval.

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

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

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

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

The SWSSWA does not set out specific educational requirements for 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.

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

Applicants are informed of the appeal process by way of:

1. The College website describes the registration appeals process and the mandate and composition of the Registration Appeals Committee.
2. The "Fair Registration Practices Report 2008" is linked from the website of the Office of the Fairness Commissioner.
3. The "Career Map – Access to the Social Worker and Social Service Worker Designation in Ontario" is posted on the Ministry of Citizenship and Immigration.
4. The contact information of the Director of Registration is made available in the covering letter of the decision and reasons of the Registration Appeals Committee.

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

No changes.

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Assessment of Qualifications (8 / 13)

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

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

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

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

1. Completion of an acceptable academic program in social work. These are:

- obtained a degree in social work from a Canadian social work program accredited by the Canadian Association for Social Work Education (the "CASWE"); or
- obtained a degree in social work from a social work program offered outside Canada and assessed by the Canadian Association of Social Workers (the "CASW") to be equivalent to at least a Bachelor of Social Work obtained from a social work program accredited by the CASWE; or
- obtained a degree in social work from a social work program in the United States which has been accredited by the Council on Social Work Education (the "CSWE"); or
- has a combination of academic qualifications and practical experience that the Registrar determines is

substantially equivalent to the qualifications required for a degree in social work from a social work program accredited by the CASWE.

2. Professional Conduct:

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

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

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

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

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

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

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

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

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

1a. A social work program offered at a college or university in the United States and accredited by the Council on Social Work Education (U.S.A.) (the "CSWE") as a baccalaureate or master's level social work degree program.

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

1b. A social work program or equivalent program offered outside Canada and the United States which the applicant has submitted to the Canadian Association of Social Workers (the "CASW") for evaluation and which the CASW has evaluated as being equivalent to at least the Bachelor of Social Work obtained from a social work program accredited by the CASWE. The CASW evaluates the social work academic credentials of internationally trained/educated applicants and forwards, at the applicant's request, a letter from the CASW which confirms the outcome of the international credential assessment.

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

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

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

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

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

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

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

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

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

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

However, if the applicant obtained a social work degree from a social work program that is not accredited by

the CASWE or the Council on Social Work Education (the "CSWE"); or does not have an evaluation by the CASW that confirms the international social work academic credentials is evaluated as equivalent to at least a Canadian Bachelor of Social Work, or has academic credentials which are not in social work, the individual may apply to the College on the basis of having a combination of academic qualifications and practical experience. The Registration Policy "Regarding Academic Qualifications and Practical Experience Substantially Equivalent to a Degree in Social Work" provides the guidelines for the Registrar's determination.

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

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

1. The Canadian Association of Social Workers (the "CASW"): The College has a formal and informal relationship with the CASW, which is the organization, approved by Council of the College to evaluate an applicant's international social work academic credential's equivalence to at least a Bachelor of Social Work from a social work program accredited by the CASWE. The College receives a letter from the CASW which confirms the outcome of the credential evaluation. The CASW has informed the College that when assessing an applicant's international social work academic credentials, the evaluator visits the academic institution's website, reviews the World Guide to Social Work Education and The IASSW Directory from the International Association of Schools of Social Work, is aware of the accreditation standards of the CASWE, uses internet translation sites and from time to time, and consults with social workers who have familiarity with social work practice and education in the country of origin.

2. The Council on Social Work Education (the "CSWE"): The College relies on the annual directory of accredited American social work programs which is posted on the CSWE website.

3. All applicants: College staff has attended conferences and webinars hosted by World Education Services ("WES"), Council on Licensure, Enforcement and Regulation ("CLEAR"), Federation of Associations of Regulatory Boards ("FARB"), National Organization for Competency Assurance ("NOCA") and the Association of Social Work Boards ("ASWB") to continue to build a knowledge base of current trends.

4. College staff, in assessing applications from applicants with diverse academic education and experience, is building knowledge and experience in this area through research and contacts with Canadian and international academic programs 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 social work programs or equivalent programs that are approved and accredited.

2. Regarding applicants who: a) do not have a social work degree; or, b) obtained a social work degree from a social work program that was not accredited by the CASWE or the CSWE; or c) obtained a social work degree that was evaluated by the CASW as not being equivalent to at least a Canadian Bachelor of social work degree, the Registration Policy "Regarding Academic Qualifications and Practical Experience Substantially Equivalent to a Degree in Social Work" sets out the criteria that an applicant must demonstrate in order for a

certificate of registration to be issued.

The Registrar has made many decisions regarding applicants who have applied to the College on the basis of a combination of academic qualifications and practical experience. While each application is a unique combination of the applicant's academic credentials and practical experience, over time, the Registrar has established precedents that are used in her assessment of these applications.

The Registrar is guided by the language in the Registration Regulation. In order for an applicant to meet the requirements of section 7.(1) 1.iii they must demonstrate that their academic qualifications and practical experience is substantially equivalent - equal to the essential and material requirements of the qualifications required for a degree in social work from a social work program accredited by the CASWE. The Registration Policy is based on the standards of accreditation used by the CASWE. The foundation of these standards is a university level academic program in social work. A substantial variance from the criteria may create inconsistencies in the Registrar's reviews.

3. The Registration Appeals Committee: The Committee has reviewed applications from applicants who applied for registration on the basis of having a combination of academic qualifications and practical experience. These applications are unique and complex. In the course of the Committee's growing experience, precedents have been established regarding academic courses and practical experience which the Committee may consider in subsequent reviews. As a note, decisions made by the Committee are forwarded to the Registrar, and may inform the Registrar's future decisions.

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

1.The United States (USA): As previously indicated, the College approves social work programs offered in the U.S.A. that are accredited by the Council on Social Work Education (the "CSWE") as equivalent to a social work program accredited by the CASWE.

2. International social work academic credentials: As previously indicated, the Canadian Association of Social Workers (the "CASW") evaluates whether a social work program from a country other than the United States or Canada is equivalent to at least a Bachelor of Social Work from a social work program accredited by the CASWE.

3. Applicants with no social work degree or with a social work degree that does not fit into the above two categories can apply to the College based on a combination of academic qualifications and practical experience. The College may refer to any the following sources:

The website of the applicant's academic institution(s)

Telephone, fax and correspondence with the applicant's academic institution

The Council on Higher Education Accreditation (U.S.A.) which has hyperlinks to international education accrediting bodies

The Education Ministry in the particular country that has jurisdiction for education

The Canadian Information Centre for International Credentials.

The World Higher Education Data Base

World Education Services (WES) for an anonymized Preliminary Credential Assessment

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

Special accommodations are addressed on a case by case basis. In two separate requests an applicant and a member requested that all printed materials from the College be forwarded to them in "Word" format in order for their computer software programs to convert the written word to voice. This required the College to make modifications to the PDF versions of the print materials.

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

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

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

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

For applicants who graduated with a social work degree as set out in the Registration Regulation and Registration Policies, the College can process an application and notify the applicant of its decision within four to six weeks of receipt of all required documents and correct payment of fees.

The length of the registration process will be longer for applicants who are applying for registration based on a combination of academic qualifications and practical experience (i.e. were educated in a discipline other than social work or obtained an unaccredited social work degree, or obtained a social work degree that was evaluated by the Canadian Association of Social Workers (the "CASW") as not being equivalent to at least a Bachelor of social work from a social work program accredited by the Canadian Association for Social Work Education (the "CASWE").). The requirements as set out in the Registration Policy are lengthy and complex. Each application is unique.

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.

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

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

No. The average time does not differ for internationally educated/trained applicants. Until the College receives all the required documents, and payment of the correct fees, the registration process does not begin.

a) If an applicant submitted their social work academic credentials to the CASW for an evaluation of their international social work academic credentials, the College proceeds after receiving the letter of confirmation from the CASW.

Note: The CASW evaluation of international social work academic credentials will generally take four to five

weeks after the CASW receives the fee and all required documentation from the applicant.

b) Applicants who apply to the College based on a combination of academic qualifications and practical experience, each have unique situations. These applications require a thorough review of all the materials submitted to the Registrar.

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

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

i) If your organization conducts credential assessments:

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

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

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

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

1. Social Work Programs Offered Outside Canada:

1a. A social work program offered at a college or university in the United States and accredited by the Council on Social Work Education (U.S.A.) ("CSWE") as a baccalaureate or master's level social work degree program;

1b. A social work program or equivalent program offered outside Canada and the United States which the applicant has submitted to the Canadian Association of Social Workers for evaluation and which the Canadian Association of Social Workers has evaluated as being equivalent to at least the Bachelor of Social Work obtained from a social work program accredited by the CASSW; and

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

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

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

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

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

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

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

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

iii. Explain how work experience is taken into account.

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

As indicated above applicants seeking registration based on a combination of academic qualifications and practical experience are required to demonstrate work experience by way of practise in a situation where the applicant performed the role of a social worker for at least one year.

During this year the applicant must have had direct responsibility for providing social work services to individuals, groups and communities.

At least 700 hours of this practice must have been supervised by a social worker.

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.

N.A.

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

N.A.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

N.A. The College does not conduct prior learning assessments.

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

N.A.

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

N.A.

l) If your organization administers examinations:

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

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

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

N.A.

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

N.A.

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

No changes.

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Third-Party Organizations (9 / 13)

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

1. As defined in the Registration Policy regarding social work programs offered outside Canada approved by Council on December 10, 1999, the College relies on the Canadian Association of Social Workers (the "CASW") for evaluation of international social work academic credentials for individuals who were educated in countries outside Canada and the U.S.A.

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

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

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

- 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

1. The Canadian Association of Social Workers (the "CASW"): The College has a formal and informal relationship with the CASW. The College Registrar and the Executive Director of the CASW meet in person or by telephone in response to specific issues.

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

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

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

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

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

2. Language Testing Systems:

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

iii. provides timely decisions, responses and reasons to applicants

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

The CASW reports that the outcome of the assessment is stated not only in terms of level but in terms of program content. Course descriptions help in determining the meaning of terms. The CASW attempts to

specify areas of knowledge that are insufficient. The CASW provides detailed information when equivalency was not attained.

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

Upon a request from the applicant, the CASW forwards to the College, a letter which confirms the outcome of the evaluation. As requested by the College, the CASW attaches to the letter a checklist of information which addresses the following information:

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

The CASW provides the applicant with a personalized letter with reasons, and information about the appeal process.

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

iv. provides training to individuals assessing qualifications

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

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

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

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

The 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 the application file. This may include third party assessments.

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

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

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

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

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

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

The first level professional degree (B.S.W.) is generally a four-year undergraduate program which includes liberal arts courses (in the humanities and the natural and social sciences), social work professional courses and field practice. The general requirement is a minimum of sixty credits in the following areas: social work intervention methods, social policy, field of practice and social problems, research methods and field work (a minimum of 700 hours).

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

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

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

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

1. The Canadian Association of Social Workers (the "CASW") applies the following criteria to determine equivalency:

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

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

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

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

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

iii. Explain how work experience is taken into account.

1. CASW: The CASW website indicates that an applicant’s work experience is not part of the evaluation.
2. WES: The College did request an evaluation of work experience as part of the Memorandum of Understanding (“MOU”).

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

i. Describe the methodology used to evaluate competency.

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

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

N.A.

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

N.A.

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

i. Describe the methodology used to evaluate prior learning.

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

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

N.A.

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

N.A.

f) If your organization relies on a third party to administer examinations:

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

N.A. The College does not, at this time, administer entry to practice examinations and does not rely on a third party.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

N.A.

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

N.A.

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

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

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Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

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

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

ii. individuals who make registration decisions

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

iii. individuals who make internal review or appeal decisions

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

1. The Committee conducts an annual orientation which includes the mandate of the Committee, the duties and authority as set out in the SWSSWA, the timelines within which it must comply, the Registration Regulation (Ontario Regulation 383/00), the College Registration Policies, College bylaws, and past decision precedents.
2. Senior Committee members mentor newly elected and appointed members.
3. In the past, four Committee members attended a workshop hosted by Richard Steinecke “Fair Registration Practices & Procedures: A Training Session for Staff and Committee Members”.

4. On one past occasion the Committee required more information prior to rendering a decision. In this case, the Committee asked for a legal opinion and presentation by a lawyer who specializes in Human Rights law.

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

No changes.

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Agreements on the Recognition of Qualifications (11 / 13)

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

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

1. The College had entered into a Mutual Recognition Agreement ("MRA") for social workers in Canada. The purpose of the MRA was to establish conditions under which a social worker who is registered in one Canadian jurisdiction will have his or her qualifications recognized in another Canadian jurisdiction which is party to the Agreement. Under the terms of the Agreement, the majority of registered social workers in Canada would meet the registration requirements of the College.

There is no MRA for social workers between Ontario and any state in the United States of America (USA). However, graduates from social work programs accredited by the Council on Social Work Education (the "CSWE") most likely will meet the academic requirements for registration as a social worker in Ontario based on the Registration Policy approved by Council for equivalent social work programs outside Canada.

2. The Ontario Labour Mobility Act ("OLMA") received Royal Assent on December 15, 2009, and supports the Ontario government's ability to comply with the Agreement on Internal Trade ("AIT"). The College received an exception to AIT in the "Notice of Inconsistent Measure To Meet A Legitimate Objective Under Chapter 7 of The Agreement On Internal Trade" With this exception, the College will be able to assess on an individual basis, the academic qualifications of applicants who are certified in Alberta or Saskatchewan to determine if they have the knowledge and skills equivalent to the requirements for registration as a social worker in Ontario.

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

Overall, under the terms of the (former) MRA and the OLMA, the majority of registered social workers in Canada will meet the registration requirements of the College. Once all fees and the required information are received at the College (except for Alberta and Saskatchewan) the length of time for processing the

application is 4-6 weeks.

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

The OMLA received Royal Ascent on December 15, 2009. The College is in the process of implementing practices and communications which will facilitate in a timely manner, the application of individuals who are currently registered in another Canadian social work jurisdiction.

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Data Collection (12 / 13)

Languages in which application information materials are available

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

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

Paid staff employed by your organization

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

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

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

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

Countries where internationally educated applicants were initially trained

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

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

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

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

Country of training (Canada excluded)	Number of applicants in the reporting year
U.S.	75
India	26
U.K.	5
Pakistan	4
Philippines	4
Hong Kong	3
Israel	3
Albania	2
Bngldesh	2
Peru	2

*Persons who have applied to start the process for entry to the profession.
 Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero.

Jurisdiction where members were initially trained

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

The numbers to be reported in the **Members** row are the numbers on December 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	10804	N/A	799	427	75	12105

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

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

Additional comments:

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

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

Applications your organization processed in the past year

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

	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
from January 1st to December 31st of the reporting year						
New applications received	852	89	75	59	0	1075
Applicants actively						

pursuing licensing (applicants who had some contact with your organization in the reporting year)	122	21	7	14	0	164
Inactive applicants (applicants who had no contact with your organization in the reporting year)	130	15	25	29	4	203
Applicants who met all requirements and were authorized to become members but did not become members	N/A	N/A	N/A	N/A	N/A	0
Applicants who became members	827	78	84	51	0	1040
Applicants who were authorized to receive an alternative class of licence* 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 licence*	6	0	0	2	0	8

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

Additional comments:

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

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

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

	Class of licence	Description
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a)	Provisional Certificate	Section 63 (1) of the SWSSWA
b)		
c)		
d)		
e)		
f)		
g)		
h)		
i)		
j)		

Reviews and appeals your organization processed in the past year

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

from January 1 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	12	2	5	0	0	19
Appeals heard	8	2	3	1	0	14
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 requests for reviews which were approved (concluded") OR the Committee made a decision in principle in 2009.

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

No changes.

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Certification (13 / 13)

I hereby certify that:

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

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

Title: Registrar and CEO

Date: February 26, 2010

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