

# Fair Registration Practices Report

## Paralegals (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 Law Society's information on registration practices for individuals applying or intending to apply for the Licensing Process is available on the Law Society's website at [www.lsuc.on.ca](http://www.lsuc.on.ca). The website links the individuals to the Paralegal Licensing Process and provides a formal online application with access to a memorandum that contains explicit instructions on how to complete the online form, download it and submit a copy from all potential candidates planning to apply and register into the Licensing Process. The application must be completed online, downloaded and then submitted by the prescribed deadline to the Law Society's Office of the Registrar, thereby avoiding a late filing fee. The applicable application fee can be paid online or submitted with the application along with all required documents that are described in the instruction memorandum.

As soon as the applicant completes the online application and pays or arranges to pay the application fee (mailed in with the downloaded application and required documents), the applicant is provided a secure web-messaging account which provides the applicant and the Law Society immediate and direct means of communication and also houses the correspondence between the candidates and the Law Society. The web-messaging account is used for all purposes of communication to from front the applicant including invoice postings, all Paralegal Licensing Examinations information, and any other Licensing Progress messages posted to new or returning candidates.

#### b) requirements for registration

Requirements for registering for the Paralegal Licensing Process are as follows:

1) Up to June 2010, the applicant must have completed a Ministry approved Legal Services program from a college (community or private) that was approved by the Ministry of Training, Colleges and Universities. The program must also be approved by the Law Society as fulfilling the required competencies for entry into the Licensing Process.

2) After June 2010, the applicant must be a graduate of a Legal Services program accredited by the Law Society from a college (community or private) that has been approved by the Ministry of Training, Colleges and Universities.

3) Having met one of the above options, applicants are required to complete the online Paralegal Licensing Process application as described in (a) above, download the completed version of the application and submit it to the Office of the Registrar with all required documents, duly commissioned or notarized by the prescribed filing deadline. The applicant is required to pay the applicable application fee either online or with a certified cheque or money order accompanying the submitted application and required documents. A late filing fee is applied to applications submitted after the specified deadline.

4) When completing the application form, applicants must register for the Licensing Examination and, are advised that they will be required to pay the applicable licensing examination fee by the specified deadline. The applicant is also required to complete the good character section of the application and submit written details where a good character issue was identified.

5) The requirements a candidate must complete to apply for the paralegal P1 Licence includes successful completion of all components of the Licensing Process, which are to pass the Paralegal Licensing Examination, file all required documents (a college issued transcript verifying graduation from the Legal Services program), payment of all fees, filing of all required document(s) and be of good character as required by the *Law Society Act*.

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

There are no other or further requirements for application to or registration for the Paralegal Licensing Process then those specified in (b) above.

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

Paralegal candidates are required to have a Legal Services diploma from a program that has been approved by the Law Society as fulfilling the required competencies for entry into the Licensing Process from an Ontario college (private or community) approved by the Ministry of Training, Colleges and Universities. A Ministry of Training, Colleges and Universities approved college that seeks accreditation from the Law Society for its Legal Services program must insure the program curriculum requires an accredited field placement of 120 hours in a legal services environment.

The above information is provided to individuals on the Law Society website, through Law Society staff when enquiries are made, through the Ministry of Citizenship and Immigration website on Career Mapping, and through the approved colleges' website and the Ontario Colleges Application Centre.

e) requirements that may be satisfied through acceptable alternatives

There are no alternatives to the requirement of a college diploma, as described in (b), for entry into the Licensing Process.

f) the steps in the assessment process

Applicants submit, with their application, information pertaining to their good character. If issues are raised in the good character review, the candidate's information will be reviewed by the Investigation Department of the Law Society. If the Investigation Department determines that good character may be at issue, the candidate's information and Investigation's review will be provided to the Proceedings Authorization Committee who will determine if a good character hearing is required and if so, arrangements for a Hearing Panel will be made and the candidate advised. The Hearing Panel will determine the candidate's fitness for entry into the profession. A candidate can be represented by Counsel during all aspects of the pre-hearing and hearing processes.

A candidate may appeal the Hearing Panel's decision if denied entry into the profession.

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

Candidates must request the Ministry of Training, Colleges and Universities approved college to submit directly to the Law Society an official transcript that confirms the date the diploma was issued to the candidate and a statement that the field placement was completed.

No further or other information is required from internationally trained candidates.

h) acceptable alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control

There are no alternatives to the documents as the transcript and statement of field placement are available through the graduate's Ontario college and the placement employer respectively.

i) how applicants can contact your organization

Applicants can contact the Law Society by email, by their assigned web message account provided to them upon completing the online application, by phone, by fax, by regular mail, or by arranging an appointment. Walk-ins will also be handled by staff.

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

Applicants will be contacted immediately when processing of the application form determines it was filed incorrectly, it was not accompanied by all required documentation for registration or information was wrongly completed on the form. Applicants are provided a confirmation email in their web messaging account when the application is complete and they are registered into the Licensing Process. Following the application process, candidates are provided registration information via their personal web messaging account which is used specifically for their interactions with the Law Society during the entire Licensing Process. The Society also communicates regularly with the candidates throughout the Licensing Process on all matters including the Licensing Examination dates and locations, reference materials matters and updates, fee payments, the P1 Licence process and other items.

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

Such documents are sent for translation through an appropriate translator or translation service.

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

No third party organizations are utilized to support the Paralegal Licensing Process aside for language translation if a document received requires it.

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

Upon registration into the Licensing Process, a candidate has, from the date of registration in the initial licensing year (June 1 of the year in question), three years to complete all components of the Paralegal Licensing Process and become licensed.

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

The registration process for licensing takes, on average, less than one full year to complete and in a significant number of circumstances takes less than 6 months. The process is flexible, and candidates who may choose a preferred timeline, must ensure that they complete all components within three years.

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

Fees associated with registration and subject to applicable taxes for 2009:

- 1) The application fee - \$500.00
- 2) Late filing of the application - \$75.00
- 3) The Paralegal Licensing Examination Fee (materials included) - \$1,075.00
- 4) A rewrite of the Paralegal Licensing Examination (materials provided on a CD free of charge. Also accessible online by candidates only) - \$925.00
- 5) Candidates may request a hardcopy of the materials for rewrites - \$150.00
- 6) Application fee for the Licensee Certificate for Legal Services (P1 Licence) - \$125.00

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

The Law Society's policy regarding accommodation for the Licensing Process is available to candidates on the Law Society's website. The online Licensing Process application asks candidates to indicate whether they wish to receive the "Request for Special Needs Accommodation" package for the purpose of applying for special needs accommodation. Upon request, a hard copy of the Request for Accommodation package is sent to the candidate in confidence, and must be completed and returned by the stated deadline. Candidates may also receive a PDF electronic copy, if required, and may request information about special accommodation at anytime by emailing a designated special needs account or by calling Support Services through our general enquiry line. Calls and emails are returned within one business day. All information provided by a candidate or a supporting third party is held in strict confidence and separate to a candidate's Licensing Process registration and records file. The candidate's accommodation documentation/file is retained for one year after being licensed and all information is destroyed.

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

No changes to the registration practices relevant to this section were made during the reporting year.

[BACK TO INDEX](#)

### **Amount of Fees (2 / 13)**

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

No, the fees for the Paralegal Licensing Process are identical for all candidates.

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

No changes were made during the reporting year in the registration practices that were relevant to this section.

[BACK TO INDEX](#)

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

a) What are your timelines for making registration decisions?

The timelines for making registration decisions for licensing are dependent on the candidate's successful

completion of all components and requirements of the Paralegal Licensing Process. Timelines for making registration decisions for licensing would be affected by the timely submission of the online licensing process application and all required documentation, payment of any required fees, registration and successful completion of the Paralegal Licensing Examination, timing of review and outcomes for any good character issues and the submission of application and fee for the Licensure Certificate for Legal Services.

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

Applicants can expect a written response within 40 to 72 hours pending the type of enquiry and the review required for the response.

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

Written responses to applicants about registration decisions, internal reviews and appeal decisions are provided within one week following review and decision respecting application or registration issues. Hearing Panel decisions respecting good character are public and published immediately after the Hearing Panel issues its order. The timeliness of internal reviews and appeal decisions rests on the seriousness of the candidate's good character issue and the length of time it takes to investigate, responsiveness of the candidate, third parties and representation by counsel for the candidate and/or the Law Society.

Timeliness for good character issues are based on the seriousness of the matter at hand and therefore, any of the following steps may take place sequentially depending on the issue:

- (1) Administrative Compliance unit determines if the good character issue(s) of a candidate requires investigation, and if so, the file is referred to the Intake unit.
- (2) The Intake unit reviews the good character issue(s) and assigns the file for investigation.
- (3) The Investigation unit, once it has investigated the issue(s), determines if the issue(s) requires further review and if so, the file is referred to the Proceedings Authorization Committee.
- (4) The Proceedings Authorization Committee becomes involved if Investigation's review determines the issue(s) requires legal opinion, and
- (5) the Hearing Panel becomes involve if the Proceedings Authorization Committee's review determines the issue(s) requires a final decision (order) on the licensing application by the candidate.

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

Response protocols have been established for each respective department overseeing the various components of the registration process.

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

No changes were made during the reporting year in the registration practices that were relevant to this section.

## Access to Records (4 / 13)

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

The application form is an electronic online form and process. The applicant controls all aspects for the completion of the document online. After the candidates enter the Licensing Process, the candidates can physically access their Licensing Process records file online or request to view the hardcopy of their records file.

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

There are no circumstances under which access to or a copy of an applicant's original application and the documents submitted by the candidate would be limited or refused.

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

There are no other fees charged for making records available to the applicant while in the Licensing Process other than those listed on the fee schedule. The schedule lists fees for documents such as transcripts for Licensing Examination results, replacement of a lost Law Society identification card, or a Licensee Certificate for Legal Services. No fees are charged for copies of the applicant's personal original documents.

d) List the fees for making records available.

An official copy of a Licensing Process transcript mailed directly to a third party - \$25.00 plus applicable tax.

An unofficial copy of Licensing Process transcript - \$15.00 plus applicable tax.

Replacement of a Licensee Certificate for Legal Services - \$75.00 plus applicable tax.

Replacement of a candidate's lost Licensing Process photo identification card - \$15.00 plus applicable tax.

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

There is no waiver for the above fees unless a misprinted document was issued originally for any of the above records.

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

No changes were made during the reporting year in the registration practices that were relevant to this section.

[BACK TO INDEX](#)

### 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) Career Map posted on the Ministry of Citizenship and Immigration with a link on the Law Society website provides all information on entry to the Paralegal Licensing Process and requirements to be licensed.
- 2) The Law Society's website links to the Paralegal Licensing Process webpage and it provides a complete set of documentation and guidelines for completing the entire process from application to certification.
- 3) The Paralegal Licensing Examination competency profiles, guidelines, study guide and practice questions are available on the website.
- 4) The reference materials for study and preparing to write the Licensing Examination are provided to candidates upon being fully registered, which includes payment of the required fees.

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

Information is provided to applicants through the Ontario private and community colleges, the entry points for Ontario's Paralegal training, and they communicate regularly with the Law Society. The colleges provide information on their Law Society accredited paralegal program and the paralegal licensing requirements via their websites and publications. The Law Society's website contains all information, including contact information for potential applicants wishing to speak to a Law Society staff member and obtain more or further information.

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

No changes were made during the reporting year in the registration practices that were relevant to this section.



### 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.

Internal reviews of registration deal with good character consideration and are conducted and completed within the same licensing year as the applicant is registered unless the issues involved in the good character assessment require more time due to the complexity of the issues and/or candidate's requests for adjournments of process.

Timeliness for good character issues are based on the seriousness of the matter at hand and therefore, any of the following steps may take place sequentially depending on the issue:

- (1) Administrative Compliance unit determines if the good character issue(s) of a candidate requires investigation, and if so, the file is referred to the Intake unit.
- (2) The Intake unit reviews the good character issue(s) and assigns the file for investigation.
- (3) The Investigation unit, once it has investigated the issue(s), determines if the issue(s) requires further review and if so, the file is referred to the Proceedings Authorization Committee.
- (4) The Proceedings Authorization Committee becomes involved if Investigation's review determines the issue(s) requires legal opinion, and
- (5) the Hearing Panel becomes involve if the Proceedings Authorization Committee's review determines the issue(s) requires a final decision (order) on the licensing application by the candidate.

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

For the 2009 Licensing Year, which includes the period from June 2009 to May 2010, none of the internal reviews of registration decisions dealing with good character have exceeded the timelines as of December 2009.

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

Not applicable as there are no internationally trained applicants that enter the Paralegal Licensing Process directly without having met the registration requirements as published.

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

or appeals.

If applicants are denied entry to the profession based on a failure to exhibit good character / conduct, they have the right to appeal to the Law Society's Hearing and Appeals Panel. The applicants can choose to be represented by counsel at the hearing and the hearings are public. As part of the hearing process, applicants can request that the Law Society investigation office disclose information that was used to deny their entry to the profession and the applicant may make submissions personally or through counsel to respond to this information.

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.

Information about the Law Society hearing and appeals processes is available on the Law Society website. Applicants may also contact the Law Society for an oral or written explanation.

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 relationship of the appeal / review bodies to the assessment and decision-making bodies in the registration process is arm's length. The Hearing and Appeals Panel is privy only to the issues related to good character/conduct and is not privy to any information respecting the completion of other components of the registration process and whether or not they have or have not been completed. Decision-makers, who deal with the completion of the registration components not including good character, do not sit on a Hearing Panel as they are not qualified to do so.

e) Describe your internal review or appeal process.

Licensing Process applications, in which good character issues have been listed by the candidate, are sent to the Administrative Complaints unit where the issue is reviewed to determine if the issue requires further investigation. If it is determined that there are no issues of good character the decision is communicated to the Office of the Registrar and the candidate's record file is marked "cleared".

If it is determined an issue exists, the candidate's file is submitted to the Intake unit of the Professional Regulation Department and an investigator is assigned to the file. Investigation takes place and involves the candidate throughout the process. The assigned investigator may determine, based on the findings of the investigation that no further issue of good character exists and the file is returned to the Office of the Registrar to be marked as "cleared".

If the investigator's process determines that there is a good character issue, the file is forwarded to the Discipline unit and the Proceedings Authorization Committee. The Proceedings Authorization Committee reviews the candidate's issue and determines if it will proceed to a Hearing. If it is determined that a hearing is required, a public Admissions Hearing is held. A candidate is permitted to appear before the Hearing Panel with counsel, if desired, and make submissions.

If the Proceedings Authorization Committee determines that there is no issue warranting a hearing, the candidate's file is returned to the Office of the Registrar to be entered as "cleared" on the candidate's registration file.

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.

A Hearing Panel must be composed of at least three persons appointed by the Law Society's Governing Board, of whom: at least one shall be a person who is not a licensee; and one must be a bencher (governor of the Law Society), a licensee or a person approved by the Attorney General for Ontario to be appointed to a Hearing Panel.

As at December 2009, the Hearing and Appeals Panel was composed of 64 lawyers, 5 paralegals and 12 non-lawyers. Information on how many of these members were internationally trained is not collected.

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

No changes were made during the reporting year in the registration practices that were relevant to this section.

[BACK TO INDEX](#)

### **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.

The applicant receives a copy of the order of the Hearing Panel and can refer to the Law Society Act and Rules of Practice and Procedure for the Tribunal of the Law Society (Hearing Panel) outlining the avenues of appeal. The legislation and Rules of Practice and Procedure are available on the Law Society's website.

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

No changes were made during the reporting year in the registration practices that were relevant to this section.

[BACK TO INDEX](#)

## 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.

Criteria to be met for an applicant's qualifications to satisfy entry requirements for the 2009 Licensing Process:

- (1) Up to June 2010, receipt of a diploma from a Ministry of Training, Colleges and Universities approved college (community or private) and approved by the Law Society as fulfilling the required competencies for entry into the licensing process.
- (2) After June 2010, receipt of a diploma for a Legal Services program accredited by the Law Society from a Ministry of Training, Colleges and Universities approved college.
- (3) Write and pass the Paralegal Licensing Examination.
- (4) Be of good Character.

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

Programs completed outside of Ontario are not eligible for consideration. All applicants must have an approved Legal Services program diploma from a Ministry of Training, Colleges and Universities approved college to enter the Licensing Process.

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

Work experience is not assessed for the purposes of entering the Paralegal Licensing Process. Work experience can be assessed by a Ministry of Training, Colleges and Universities approved college, through its prior learning experience to determine any exemptions and/or advanced standing that a college may offer an individual wishing to enter its accredited Legal Services diploma program, which is required by the individual to enter the Licensing Process after graduation.

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.

Not applicable, see (b) and (c) above.

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

Not applicable, see (b) and (c) above.

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

Not applicable, see (b) and (c) above.

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

The applicant submits a Request for Accommodation which must include adequate supporting documentation that supports the need for accommodations. The documentation must be current and must confirm

(1) that a disability or impairment exists;

(2) how the disability adversely affects the applicant's ability to participate in the Paralegal Licensing Examination;

(3) provide the recommendation for accommodation and how the recommended accommodation will negate the adverse affect of the disability while writing the licensing examination and provide a rationale that relates to those adverse effects.

Once the request and documentation have been reviewed and approved, appropriate steps and mechanisms are put in place to provide the approved accommodation. This may entail the booking of a private room, additional proctors or providing the licensing examination in an electronic format for those with visual impairments who have been granted permission to use adaptive technology.

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.

On average, one year or less pending when the application is received and when the candidate writes and passes the Paralegal Licensing Examination and has no good character issues.

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

The average does not differ for internationally trained candidates who must complete the diploma requirements as stated in part 8A.

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.

The average does not differ for internationally trained candidates who must complete the diploma requirements as stated in part 8A.

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 Law Society does not conduct credential assessments. The Law Society requires an applicant's official transcript acquired directly from a Ministry of Training, Colleges and Universities approved college (community or private), which must confirm the date and year the applicant received a diploma for a Law Society accredited Legal Services program.

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

The Law Society does not determine equivalency for the Paralegal Licensing Process as every candidate must write and pass the Paralegal Licensing Examination. To enter the Licensing Process, the Law Society requires the applicant to provide an official transcript that must be sent directly from a Ministry of Training, Colleges and Universities approved college (community or private), and confirms the date and year the applicant received a diploma for a Law Society accredited Legal Services program.

iii. Explain how work experience is taken into account.

Work experience is not assessed for the purposes of entering the Paralegal Licensing Process. Work experience can be assessed by a Ministry of Training, Colleges and Universities approved college, through its prior learning experience to determine any exemptions and/or advanced standing that a college may offer an individual wishing to enter its accredited Legal Services diploma program, which is required by the individual to enter the Licensing Process after graduation.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

The Law Society assesses competency through the requirement that all candidates must write and pass the Paralegal Licensing Examination.

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

The Paralegal Licensing Examination has been developed through a rigorous blueprinting and competency profile process and validated on an ongoing basis.

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

Previous work experience is not used to assess competency for the Law Society's Licensing Process.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

The Law Society does not conduct prior learning assessments for entry into the Paralegal Licensing Process. Prior learning assessments may be done by the Ministry of Training, Colleges and Universities approved colleges for entry into an accredited Legal Services program from which a college applicant must graduate to enter the Licensing Process for paralegal candidates.

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

Not applicable, see (k) i. above.

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

Not applicable, see (k) i. above.

l) If your organization administers examinations:

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

The format of the Law Society's Paralegal Licensing Examination is multiple-choice and scoring is completed by scanning answer sheets through the computerized scoring system electronically. A candidate can attempt the licensing examination 3 times per licensing year, and each candidate has 3 years to complete the Licensing Process after being registered. A candidate can potentially rewrite 8 times after the first unsuccessful attempt.

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

The blueprint process that tests the reliability of every question held in the Law Society's secured Paralegal Licensing Examination question databank. Every question that is used on an examination has been assessed both in a pre-written examination and then post the writing of the examination by the external psychometric experts and Advisory Groups. Passing scores are adjusted if required and in accordance with the blueprint specifications.

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

The Law Society develops new examination questions on an ongoing, regular basis with examination question development taking place once per annum and continues to review, update and add to its secure databank of questions.

Please identify and explain the changes in your registration practices relevant to this section that

occurred during the reporting year.

No changes were made during the reporting year in the registration practices that were relevant to this section.

[BACK TO INDEX](#)

### 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.

The Law Society does not rely on any third party organizations to make assessment decisions in the Paralegal Licensing Process. Applicants for the Licensing Process who meet the Licensing Process requirements of a Ministry of Training, Colleges and Universities approved college with a Law Society accredited Legal Services program, must write and pass the Paralegal Licensing Examination and be of good character.

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

N/A – see (a) above.

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

N/A – see (a) above.

iii. provides timely decisions, responses and reasons to applicants

N/A – see (a) above.

iv. provides training to individuals assessing qualifications

N/A – see (a) above.

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



N/A – see (a) above.

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

N/A – see (a) above.

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.

N/A – see (a) above.

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

N/A – see (a) above.

iii. Explain how work experience is taken into account.

N/A – see (a) above.

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

i. Describe the methodology used to evaluate competency.

N/A – see (a) above.

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

N/A – see (a) above.

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

N/A – see (a) above.

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 – see (a) above.

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

N/A – see (a) above.

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

N/A – see (a) above.

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 – see (a) above.

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 – see (a) above.

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

N/A – see (a) above.

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

No changes were made during the reporting year in the registration practices that were relevant to this section.

[BACK TO INDEX](#)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

Individuals are trained to assess qualifications by reviewing the official transcript issued directly to the Law Society from an approved MTCU college and confirming validity. Administrators ensure that the month and date of graduation from a Law Society accredited Legal Services program is on the transcript. A list of approved colleges and Legal Services programs are provided to each staff member. This information is also on the Law Society website and in staff manuals.

ii. individuals who make registration decisions

Registration Administrator decisions are based on receipt of the candidates' official transcripts submitted directly to the Law Society's Office of the Registrar and administrators are trained to ensure that all other required documents are filed by the candidates. The Law Society provides training on an ongoing basis to all internal staff, bencher governors and adjudicators on their respective roles in the registration and internal review and appeals processes. That training includes ongoing external education, education programs offered internally to address specific Law Society needs and requirements, and ongoing improvement of process and procedures to ensure efficient and effective application of the Rules of Practice and Procedure.

iii. individuals who make internal review or appeal decisions

The Law Society provides training on an ongoing basis to all internal staff, bencher governors and adjudicators on their respective roles in the registration and internal review and appeals processes. That training includes ongoing external education, education programs offered internally to address specific Law Society needs and requirements, and ongoing improvement of process and procedures to ensure efficient and effective application of the Rules of Practice and Procedure.

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

No changes were made during the reporting year in the registration practices that were relevant to this section.

[BACK TO INDEX](#)

## Agreements on the Recognition of Qualifications (11 / 13)

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

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

period.

None.

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

N/A - See (a).

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

No changes were made during the reporting year in the registration practices that were relevant to this section.

[BACK TO INDEX](#)

## Data Collection (12 / 13)

### Languages in which application information materials are available

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

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

### Paid staff employed by your organization

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

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

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

Category	Staff
Total staff employed by the regulatory body	455
Staff involved in appeals process	146
Staff involved in registration process	19

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

c) In the following table, enter the top source countries where your applicants<sup>1</sup> 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
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	

<sup>1</sup>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<sup>2</sup> were initially trained in the profession (use only whole numbers; do not enter commas or decimals).

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

	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
<b>Members on December 31<sup>st</sup> of the reporting year</b>	2721					<b>2721</b>

<sup>2</sup> 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:

To enter the paralegal profession, licensed members had to initially attend a Law Society approved or accredited Legal Services program at a MTCU approved college and once certification was grant, entered the Paralegal Licensing Process where the member had to pass the licensing examination and be of good character.

**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).

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total

<b>New applications received</b>	551					<b>551</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	521					<b>521</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	30					<b>30</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	29					<b>29</b>
<b>Applicants who became FULLY registered members</b>	415					<b>415</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>						<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>						<b>0</b>

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

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

Additional comments:

To enter the paralegal profession, licensed members had to initially attend a Law Society approved or accredited Legal Services program at a MTCU approved college and once certification was grant, entered the Paralegal Licensing Process where the member had to pass the licensing examination and be of good character.

	Class of licence	Description
a)	P1 - Paralegal Licence	<div style="border: 1px solid black; padding: 5px;">           A licensee who holds a P1 licence is authorized to provide legal services as define in By-Law 4, Part 1, subsection 6(2).         </div>
b)		<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
c)		<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
d)		<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
e)		<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
f)		<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
g)		<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
h)		<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
i)		<div style="border: 1px solid black; height: 30px; width: 100%;"></div>
j)		<div style="border: 1px solid black; height: 30px; width: 100%;"></div>



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

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

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	63					63
Applicants who initiated an appeal of a registration decision	0					0
Appeals heard	0					0
Registration decisions changed following an appeal	0					0

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

Additional comments:

63 applicants were subject to an internal review. None were referred for a hearing by the Hearing Panel.

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

No changes were made during the reporting year in the registration practices that were relevant to this section.

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## Certification (13 / 13)

I hereby certify that:

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

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

Title: Director, Professional Development and Competence

Date: February 12, 2010

[BACK TO INDEX](#)

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