

NEW-LICENSEE MENTORING PROGRAM POLICY

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<p>GUIDING DOCUMENT(S): By-law 2021-2, sections 1.1(b)(ii)(oo), 10.3, 10.4, 10.6, 10.7(d), 20 Code of Professional Conduct, section 4(2) 42 (1) Academic Integrity Policy Assessment and Grading Policy Licensee Conduct Policy CPD Regulation</p>	<p>DOCUMENT TYPE: Public Interest External</p>
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PURPOSE

This policy outlines the requirements for the College of Immigration and Citizenship Consultants' (College) New-Licensee Mentoring Program including the:

- Expectations to Meeting the Mentoring Program Requirements;
- Program Registration;
- Program Expectations;
- Expectations of Mentors;
- Mentor Stipend and CPD Hours;
- Failure to Comply with Mentor Expectations;
- Valid Reasons for Mentor Withdrawal;
- Mentor Participation Requirements;
- Reporting of Licensee Conduct;
- Program and Administrative Fees for the New-Licensee Mentoring Program; and
- Penalties for Breach of Policy.

RATIONALE

By-law 2021-2, sections 10.3 (b), 10.4 (b) and 10.6 (b), requires a period of practical experience under the supervision of a designated, experienced licensee, completion of a formal

assessment and such other requirements as the Board of Directors may, by resolution, determine from time to time as necessary to support licensees in the development of the competencies, knowledge, skills, values, ethics, and attitudes required to provide immigration and citizenship advice and services with professional competence. [*Programme de mentorat pour les nouveaux titulaires de permis*]

APPLICATION AND SCOPE

The New-Licensee Mentoring Program Policy applies to:

- new licensees who are mandated to complete the New-Licensee Mentoring Program (By-law, ss. 10.3, 10.4, 10.6) within 12 months of being licensed, as per the By-law; and
- licensees who apply and become Mentors for the New-Licensee Mentoring Program.

This policy applies to new licensees who are graduates of:

- Immigration Practitioner Programs who receive their Letter of Authority as Class L1 Licensees and, as per section 10.3 of the By-law, are mandated to complete the New Licensee Mentoring Program within 12 months of licensing in order to be eligible for admission to Class L2 – RCIC – Restricted Practice;
- the Graduate Diploma Program (Queen’s University Graduate Diploma in Immigration and Citizenship Law or the D.E.S.S. en réglementation canadienne et québécoise de l’immigration offered by the Université de Montréal) who receive their Letter of Authority as Class L3 licensees and, as per section 10.4 of the By-law, are mandated to complete the New-Licensee Mentoring Program within 12 months of licensing in order to maintain their Class L3 licence; and
- the International Students and Immigration Education Program (ISIEP) who receive their Letter of Authority as Class L4 Licensees and, as per section 10.5 of the By-Law, are mandated to complete the New-Licensee Mentoring Program within 12 months of licensing in order to be eligible for admission to Class L5 – RISIA Unrestricted Practice.

DEFINITIONS

In this Policy, capitalized terms, unless otherwise defined herein, have the same meaning as they do in the By-law.

Assessment – means any form of licensee activity in a Course or Program where a grade is to be granted. [*évaluation*]

Conduct – means manner in which a licensee behaves. [*conduite*]

In Good Standing – means an individual who is not in arrears in respect of any amount payable by such individual to the College for a period longer than the time specified in the By-laws, is current and in full compliance with the requirements of section 1.1(oo) (New-Licensee Mentoring Program), section 36 (Learning and Development) and section 41

(Professional Liability Insurance), and whose licence with the College is not under suspension for any cause whatsoever. [*en règle*]

Intake – means a particular period of registration and enrolment during which a group of licensees enter and complete a College course or program. [*période d'inscription*]

Learning Environment – means any shared forum whether digital or physical (e.g. virtual discussion boards, physical classrooms, etc.) where licensees exchange communications and perform activities to complete course or program requirements. [*milieu d'apprentissage*]

Mentee – means a licensee who has received their Letter of Authority as of July 1, 2022 and is enrolled in the New-Licensee Mentoring Program. [*mentoré*]

Mentor – means a licensee who is in good standing with the College and has met the selection criteria set by the Department of Professional Standards, Research, Education and Policy and has signed an agreement to provide services for an intake of the New-Licensee Mentoring Program. [*mentor*]

Program – means a course of study, typically comprised of multiple courses. [*programme*]

Program Fees – means the cost of taking a College Education Program, plus all applicable taxes. [*frais rattachés au programme*]

Reporting of Licensee Conduct – means a licensee's or Mentor candidate's moral, ethical and professional duty to report to the College any instance(s) of a fellow licensee's or Candidate's violation of the Code of Professional Conduct or any other applicable regulation or policy. [*signalement de la conduite d'un titulaire de permis*]

Stipend – means a fixed fee of money paid periodically to cover expenses that might be incurred but not a salary or an honorarium. [*allocation*]

POLICY REQUIREMENTS

1. EXPECTATIONS TO MEETING THE MENTORING PROGRAM REQUIREMENTS

1.1 Active Licensee

- (a) Every licensee who received their Letter of Authority on or after July 1, 2022 must complete the New-Licensee Mentoring Program within 1 year of obtaining their licence.

1.2 Licensee on Leave

- (a) A licensee on leave, duly approved by the Registrar, is not required to complete

the New-Licensee Mentoring Program for the duration of the leave. Upon the licensee returning to active status, the New-Licensee Mentoring Program must be completed at the next available Intake.

1.3 Suspended Licensee

- (a) A suspended licensee who received their Letter of Authority on or after July 1, 2022 must complete the New-Licensee Mentoring Program within 1 year of obtaining their licence. As per section 20 of the By-Law suspended licensees who do not meet the Mentoring Program Requirements within the specific timeframe are subject to revocation of their licence.

2. PROGRAM REGISTRATION

2.1 A licensee must:

- (a) Complete the online application for the New-Licensee Mentoring Program by the registration deadline.
- (b) Provide a valid Letter of Authority in their online application.
- (c) Complete a valid Mentee Agreement.
- (d) Pay all applicable Program Fees by the payment deadline.
- (e) Complete all requirements outlined by the College to enable Mentor-Mentee matching by the deadline.

3. PROGRAM EXPECTATIONS

- 3.1 Licensees are prohibited from engaging in sharing client files with any other licensee participating in the New-Licensee Mentoring Program.
- 3.2 Licensees are prohibited from soliciting or selling services or products. Such activities constitute a conflict of interest as per the Code of Professional Conduct.
- 3.3 Licensees acknowledge that the Mentoring Program materials and all the items associated with the Program are the sole property of the College. All Program materials are protected by copyright.
- 3.4 Licensees acknowledge that discussion forums or communication features available in the Learning Environment are provided for the purposes of learning only.
- 3.5 Licensees must ensure their online behaviour in the Learning Environment does not state false, misleading, or inaccurate information or statements about other licensees, College staff or others as per section 43 of the Code of Professional Conduct including:
 - using discussion forums or communication features to inappropriately challenge Program requirements, assessments or applicable policies and procedures;
 - posting aggressive or disruptive comments; or engaging in any behaviour that in the opinion of Mentoring Program administrators could negatively

affect the learning environment or intimidate or disturb other licensees.

4. EXPECTATIONS OF MENTORS

- 4.1 The Mentor assumes all responsibility for the quality and accuracy of guidance, advice and training provided to the licensees in their Mentoring Group. A Mentor whose personal conduct is unbecoming, negligent or breaches their duty is solely responsible for their behaviour.
- 4.2 Mentors participating in the New-Licensee Mentoring Program must not request or assign Mentees any work on a gratuitous basis and must not accept money, fees or inducements from a Mentee.
- 4.3 Mentors must complete all mandatory onboarding sessions required by the College.
- 4.4 Mentors must complete all group mentoring meetings, formative assessments and summative assessments in the Learning Environment by the required deadline.
- 4.5 Mentors are expected to complete the entire Intake in which they have been assigned a Mentoring Group.

5. MENTOR STIPEND AND CPD HOURS

- 5.1 Mentors are eligible to receive a Stipend and CPD hours from the College for their services as per the terms of their mentor agreement with the College.
- 5.2 Mentors who complete an entire Intake are eligible to claim an annual maximum of 16 CPD hours for acting as a Mentor for the reporting term in which the Intake is completed, per their mentor agreement with the College.
- 5.3 Only Mentors who comply with all Mentor expectations (s.4) and who complete the entire Intake in which they have been assigned a mentoring group are eligible to claim CPD hours for acting as a Mentor.

6. FAILURE TO COMPLY WITH MENTOR EXPECTATIONS

- 6.1 Failure of a Mentor to complete the entire Intake of the Mentoring Program without a valid reason for withdrawal (as per section 7) will result in:
 - (a) ineligibility to receive the full Mentor Stipend fee amount; and/or
 - (b) ineligibility to claim the Continuing Professional Development (CPD) hours related to acting as a Mentor, and
 - (c) termination of the Mentor's participation in the New-Licensee Mentoring Program.
- 6.2 Failure to comply with Mentor Expectations outlined in section 4, may result in:
 - (a) ineligibility to receive the full Mentor Stipend fee amount; and
 - (b) ineligibility to claim any CPD hours related to acting as a Mentor, and
 - (c) termination of the Mentor's participation in the New-Licensee Mentoring Program; and/or

- (d) revocation of a Mentor's eligibility to register in future Mentoring Program streams; and/or
- (e) any other action deemed appropriate by the College.

7. VALID REASON FOR MENTOR WITHDRAWAL

- 7.1 A Mentor may have a valid reason to withdraw from the Mentoring Program after they have been assigned a Mentoring Group if they experience an emergency or unexpected event:
- (a) Medical Emergencies: The medical reason must affect the Mentor, their child, or spouse. The medical reason must be serious such as a hospital visit or urgent care visit. A doctor's note and/or medical bill should be submitted. The medical note should be descriptive (date and time of visit) but no personal health information or diagnosis is required.
 - (b) Birth: If the Mentor or their spouse goes into labour on the date of the scheduled session.
 - (c) Death: If one of the Mentor's immediate family members dies close to the time of the scheduled session.
 - (d) Other Emergencies: An emergency is something that is out of the Mentor's control including extreme weather conditions, power outages, accidents, computer hardware failure, etc. Valid documentation may be requested by the College (for example, an official letter from the power provider, an official weather report for the individual's area, or a police report).
- 7.2 An immediate family member includes the Mentor's:
- (i) husband, wife or partner;
 - (ii) child or dependent;
 - (iii) parent or guardian;
 - (iv) sibling; or
 - (v) grandparent.

8. MENTOR PARTICIPATION REQUIREMENTS

- 8.1 To be eligible to apply to become Mentors in the New-Licensee Mentoring Program licensees must meet the following criteria:
- have practiced as an RCIC for 3 years or more;
 - be In Good Standing with the College;
 - hold a current RCIC licence;
 - have practice experience in at least one of the following areas of practice:

- citizenship
 - economic classes
 - family classes
 - study permit
 - temporary foreign workers
 - super visa
 - refugee and humanitarian considerations
 - Quebec-specific classes
- be available for a stipulated number of hours per month, for up to a 12-month period;
 - be available to complete onboarding sessions; and
 - be proficient in written communications and accurate documentation skill

9. REPORTING OF LICENSEE CONDUCT

- 9.1 Licensee's must meet all professional behaviour standards as set out in the [Code of Professional Conduct for College of Immigration and Citizenship Consultants Licensees](#) (Code).
- 9.2 If a licensee has knowledge of, or suspects that a fellow licensee, has or is violating, or attempting to violate by engaging in any of the conduct outlined in the Code or any applicable regulations and policies, the licensee has a professional and ethical duty to report the licensee's conduct to the College immediately.
- 9.3 A licensee who fails to report a fellow licensee's violation of the Code or any applicable regulations or policies is subject to expulsion from the education Program.

10. PROGRAM AND ADMINISTRATIVE FEES FOR THE NEW-LICENSEE MENTORING PROGRAM

- 10.1 Following submission of a completed application and immediately following the invoice being issued, each licensee is required to pay the non-refundable Program Fees to register in the New-Licensee Mentoring Program;
- 10.2 If the licensee is unsuccessful in completing the New-Licensee Mentoring Program, they must pay 80% of the Program Fees to re-register in the next available Intake;
- 10.3 A licensee who is required to take the Mentoring Program but fails to complete any Registration Requirements set out in section 2 must pay an additional administrative fee of \$150 and will be required to re-register in the next available Intake.

11. PENALTIES FOR BREACH OF POLICY

- 11.1 Licensees must complete the New-Licensee Mentoring Program within 12 months of receiving their licence.
- 11.2 Licensees are offered 2 attempts to successfully complete the Program. It will be considered 1 of the licensee's 2 attempts to complete the New-Licensee Mentoring Program if the licensee:
- Fails to complete any Registration Requirements set out in Section 2;
 - Receives a grade of Fail for the Program; or
 - Has been removed from the Program for any violation of the Code, applicable regulations or policies.
- 11.3 A Licensee who has been removed from the New-Licensee Mentoring Program or has had their assessment results invalidated due to violations of the Code or any applicable regulations or policies is subject to disciplinary measures by the College.
- 11.4 A licensee who fails to complete the New-Licensee Mentoring Program within the first available 2 Intakes after receiving their licence will have their name forwarded to the Registrar and their licence may be suspended or revoked.

12. INDIVIDUAL AGREEMENTS

- 12.1 Should any provisions of the Mentor or Mentee's agreement provide for different obligations, terms, or conditions than those set out in this Program Policy, the Mentor or Mentee's individual agreement with the College shall prevail.

APPROVAL AND REVIEW

	Details If relevant, add notes to alert readers about the modifications to the document (e.g., updated wording from Council to College)	Approval Authority	Date
Original Approval	N/A	Board of Directors	2022/09/29
Revision	Updated wording and definitions; new sections added (1, 5 and 6); additional information added in sections 2, 3, 9 and 10.	Board of Directors	2023/06/08
Revision	Updated wording and definitions for consistency with College terminology Definitions of Mentee and Mentor		2023/10/01

	were updated Definitions of Stipend and Intake were added Additional information added to sections 4, 5, 6 and 11		
Revision	Update to s.5 to include Mentors eligible for CPD hours and Stipends based on milestones Co-counselling replaced with sharing client files Legal counsel review to align policy with Mentor Agreement – changes to s.5.1 and 5.2 Legal counsel added a new section 12 – Individual Agreements	Board of Directors	2024/03/21