



# Supervised Practice Program Policy

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## Supervised Practice Program Policy

<p><b>GUIDING DOCUMENT(S):</b></p> <p>By-law 2021-2, sections 1.1(oo), 10.3, 10.4, 10.6 Code of Professional Conduct</p>	<p><b>DOCUMENT TYPE:</b></p> <p>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 (Supervised Practice Stream) including the:

- General requirements of the Program;
- Mentoring relationship;
- Program Fees; and
- Penalties for failure to complete the Program.

### 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 advice and services with professional competence [*Programme de mentorat pour les nouveaux titulaires de permis*]

The rationale for the Supervised Practice Program Policy is to protect and promote the public interest by:

- building professional ethos (mastery of the work and collective accountability to the professional group/colleagues);
- developing the essential competencies expected of highly qualified immigration professionals via practical experiences and exposure to best practices; and
- strengthening commitment and service to the profession.

## APPLICATION AND SCOPE

The Supervised Practice Program Policy only 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. Failure to complete the New-Licensee Mentoring Program within 12 months of becoming licensed may result in suspension of the Licensee (By-law, s. 10.7).

This policy applies to 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 become eligible for admission to Class L2 – RCIC – Restricted Practice;
- the Graduate Diploma Program in Immigration and Citizenship Law 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 remain In Good Standing; 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 become 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.

**Attestation** – refers to a document signed by a Mentor that attests to a Mentee’s completion of the New-Licensee Mentoring Program. [*attestation*]

**Conduct** – refers to the manner in which an individual behaves, especially in a particular context and/or mentoring relationship. [*conduite*]

**Conduct Unbecoming** – refers to any behaviour that disrupts, undermines or interferes with the professional mentoring relationship. [*conduite indigne*]

**In Good Standing** – refers to 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 the New-Licensee Mentoring Program and the requirements of 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*]

**Mentee** – refers to a Licensee who has received their Letter of Authority and is registered in the New-Licensee Mentoring Program. [*mentoré*]

**Mentor** – refers to a Licensee who has met the selection criteria set by the Department of Professional Standards, Research, Education and Policy and has been accepted to act as a Mentor in the New-Licensee Mentoring Program. [*mentor*]

**MentorCity** – refers to the mentoring software platform for the delivery of the Mentoring Program. [*MentorCity*]

**Obligation to Report** – refers to a Mentor or Mentee's moral, ethical and professional duty to report to the College any instance(s) of a fellow Mentee or Mentor's academic dishonesty and/or breach of professional conduct as prescribed in the Academic Integrity Policy and the Code of Professional Conduct. [*obligation de signaler*]

**Program** – refers to a course of study offered by the College, namely the New-Licensee Mentoring Program. [*programme*]

**Program Fees** – refers to the cost of taking an approved Program for a Class of Licence, including all applicable taxes. [*frais rattachés au programme*]

**Supervised Practice Stream** – refers to a stream of the mandatory New-Licensee Mentoring Program. [*volet de la pratique supervisée*]

## POLICY REQUIREMENTS

### 1.0 General

- 1.1 The Mentor assumes all responsibility for the quality and accuracy of guidance, advice and training provided to the Mentee. Any Conduct Unbecoming, negligence or breach of duty is the responsibility of the Mentor;
- 1.2 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;

- 1.3 Mentoring Programs are not forums for Mentors or Mentees to solicit or sell services or products. Such activities constitute a conflict of interest as per the Code of Professional Conduct;
- 1.4 Licensees acknowledge that the Mentoring Program materials and all the items associated with the Program are the sole property of the College, as described in section 1.0 of the College's Supervised Practice Assessment and Grading Policy.

## 2.0 Conduct

- 2.1 All information, including conversations that take place in the Mentoring Program is confidential, and any information shared must have the consent in writing of both parties. Only information that is relevant to identifying progress in the development of the competencies required should be shared with the College.
- 2.2 Mentors and Mentees must meet all professional behaviour standards as set out in the *Code of Professional Conduct for College of Immigration and Citizenship Consultants Licensees* (Code). Should a Mentor or Mentee become aware of an action and/or behaviour that may contravene the Code, they have an Obligation to Report such action and/or behaviour to the College promptly.

## PROCEDURAL REQUIREMENTS

### 3.0 Mentee Participation Requirements

- 3.1 New Licensees who have been issued their Letter of Authority on or after July 1, 2022 must register for the New-Licensee Mentoring Program and must meet the following conditions:
  - payment of all the required Program Fees; and
  - creation of Licensee profile in the College's mentoring software.

### 4.0 Mentor Participation Requirements

- 4.1 Licensees who meet the following criteria are eligible to apply to become Mentors in the New-Licensee Mentoring Program:
  - have practice expertise as RCICs for at least the last 3-5 years;
  - be In Good Standing with the College;
  - hold a current RCIC licence;
  - have significant experience in at least 2 of the following areas of practice:
    - temporary resident visas
    - IRB applications
    - family classes
    - economic classes
    - Quebec-specific classes
    - other classes (e.g., applications based on Humanitarian and Compassionate Grounds);
  - be available for a stipulated number of hours per month, for up to a 12-month period;
  - be available to complete orientation sessions; and
  - have strong written communication and documentation skills.

## 5.0 Program Fees

- 5.1 Following submission of a completed application and immediately following the invoice being issued, each Mentee shall be required to pay the non-refundable Program Fees to register in the New-Licensee Mentoring Program;
- 5.2 If the Mentee is unsuccessful in completing the New-Licensee Mentoring Program, the Mentee shall pay 80% of the Program Fees to re-register;
- 5.3 A Mentee who applies and pays the Program Fees but fails to create the online profile required to facilitate a Mentor match within 14 business days of receiving their link to register in MentorCity must pay an additional administrative fee of \$150 and may be asked to re-register in a future cohort.

## 6.0 Failure to Complete

- 6.1 A Mentee who fails to complete the New-Licensee Mentoring Program within 12 months of receiving their licence may, at the discretion of the College, be subject, on a case-by-case basis, to any one of the following actions:
  - requirement to re-register in the New-Licensee Mentoring Program; or
  - suspension of licence.

## 7.0 Challenge of Attestation Results

- 7.1 See Supervised Practice Assessment and Grading Policy, s. 4.0.

## RESOURCES

Mentee Registration Form

## APPROVAL AND REVIEW

	Details	Approval Authority	Date
Original Approval	If relevant, add notes to alert readers about the modifications to the document	Relevant approval authority	YYYY/MM/DD