

Alliance of Credential Evaluation Services of Canada

Self Assessment Survey

September 1999

Please submit four (4) completed copies of this survey including supporting documents to

The Alliance of Credential Evaluation Services of Canada
c/o Canadian Information Centre for International Credentials
95, St. Clair Avenue West, Suite 1106
Toronto, ON
M4V 1N6

A. Service Accountability and Clientele

1. Relationship to provincial government

Your service must operate as part of a provincial or territorial authority or must be mandated¹ by a provincial or territorial authority to provide foreign credential evaluation services.

- a. Explain your service's relationship with the provincial government.
- b. Provide supporting documentation to confirm the mandate received from the above provincial ministry. Indicate the duration of the mandate, and mention any limitations.

2. Clientele served

Your service must serve a broad based clientele, not limited only to individuals applying for admission with an educational institution, and not limited only to individuals applying for membership, licensure, or certification with professional organizations/regulatory bodies.

- a. Describe the nature of assessments performed by your service (admission to educational institutions, professions or trades, general employment, immigration, etc.)
- b. Specify the scope of the assessments performed by your service (academic levels, disciplines, and countries of origin of credentials submitted by clients).

B. Quality Assessment Criteria

1. Principles for Good Practice

Your service must demonstrate compliance with all the principles specified in the document entitled, "Guiding Principles for Good Practice in the Assessment of Foreign Credentials" (Appendix II).

- a. Briefly explain how your service conforms to each principle in the following sub-headings. Also, identify any principles that your service does not follow.
 - Overarching principles.
 - General procedures.
 - Processing times and delays.
 - Information requirements.
 - Fees.
 - Translation.
 - Document requirements.
 - Status of institutions and programs.
 - Purposes and outcomes of assessments.
 - Levels of study.
 - Assessment criteria.
 - Duration of study programs.
 - Appeals.
- b. Provide samples of public information your service makes available to clients, such as brochures, application forms, and/or promotional materials which illustrate:
 - Document requirements.
 - Translation requirements.
 - Status of assessment statements.
 - Time needed to process.
 - Application procedures.
 - Appeal processes.
 - Fees

2. Case studies

- a. Submit two case studies. One case study should cover a university credential, and the other should cover a vocational/ technical program from a different country. For each case study, please describe the assessment procedure with respect to:
 - Document requirements.
 - Translation requirements.
 - Authentication of documents.
 - Description of program.
 - Assessment outcome/rationale.
 - References/resources used in the assessment process.
- b. For each case study, provide a sample assessment report illustrating:
 - Measures to discourage falsification.
 - purpose for which the statement is valid.

C. Operational requirements

1. Documentation and reference centre

Your service's documentation centre must give access to a broad range of information sources (published and unpublished), such as historical and up-to-date information on educational systems from a variety of countries.

- a. Describe your service's documentation centre in terms of number and type of current and historical reference materials. Explain how the assessment process uses these reference materials.
- b. List your service's memberships in relevant national and international associations, and to list servers.

2. File management

Your service's file management system must permit easy access to information while ensuring the protection of confidential information. Record keeping of assessment decisions must allow for organized and systematic research on precedent decisions. Your service must retain information on client applications for at least five (5) years. File management procedures must ensure the safety and security of client files, including all original documentation contained in those files.

Please describe:

- Record keeping procedures.
- Length of time files are kept.
- Access to previous decisions.
- Protection of confidential information.
- Management of original documents.

D. Human resources

1. Personnel

- a. Provide a description of your personnel. For each staff title include the number of full-time equivalents and corresponding major responsibilities.
- b. Describe the most experienced educational evaluator in your service with respect to:
 - Level of education.
 - Special training in credential assessment.
 - Number of years performing multi-purpose assessments.
 - Any other relevant background.
- c. Provide a description of your training plan and typical professional development activities for your staff?

2. Experience of Service

- a. How long has your service existed?
- b. Provide the number of clients served on an annual basis, or since your service opened.
- c. In your estimation, how long has your service conformed to the membership and quality criteria described in the quality assurance framework? If less than a year, specify the number of months.
- d. Approximately how many assessments has your service completed during the time period that your service has conformed to the quality criteria?

250 or more: Yes ____
If not, please specify the number _____

E. Declaration

Please sign the following declaration and include your organization's name, address, telephone number, fax number, e-mail address, and Web site's Uniform Resource Locator (URL).

I declare, on behalf of _____
_____ (name of the service), that all the information and documentation included in my application for membership in the Alliance of Credential Evaluation Services of Canada (the Alliance) is, to the best of my knowledge, complete and accurate.

I also declare that, if Membership in the Alliance is granted, _____
_____ (name of service) will abide by the terms of membership described in the **Quality Assessment Framework**, more specifically in membership criteria (see Section C), responsibilities of Alliance members (see Section D), rights of Alliance members (see Section E), and limitations of membership (see Section F).

Name:	<input type="text"/>
Title:	<input type="text"/>
Signature:	<input type="text"/>
Date:	<input type="text"/>
Name of organization:	<input type="text"/>
Address:	<input type="text"/>
	<input type="text"/>
Tel	<input type="text"/>
Fax	<input type="text"/>
E-mail:	<input type="text"/>
Web site URL:	<input type="text"/>

Note:

¹ The service must have received a clear mandate for providing credential evaluation services to the population from a provincial ministry. This mandate should: be written and given by a competent authority in this ministry; specify the nature of the services to be delivered; indicate the duration of the mandate; mention any limitation; and specify any accountability or reporting mechanisms between the service and the ministry.