

# PRACTICE MANAGEMENT EDUCATION (PME) REGULATION



**icccrc**  
IMMIGRATION CONSULTANTS OF  
CANADA REGULATORY COUNCIL  
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CONSEIL DE RÉGLEMENTATION DES  
CONSULTANTS EN IMMIGRATION DU CANADA

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## 1. AUTHORITY

- 1.1. This Regulation is enacted pursuant to section 3.1, 37.2 and 37.4 of the By-law of the Council.
- 1.2. In the event of any conflict between the English version and the French version of this Regulation, or between this Regulation and the Council's By-law, the English version of the By-law shall govern.
- 1.3. For convenience this Regulation may be cited as *PME Regulation*.

## 2. PURPOSE

- 2.1. The purpose of practice management education is to provide a Member with the appropriate education, tools and resources required for competent practice to ensure consumer and public protection. Under Article 5 of the *Code of Professional Ethics*, a Member has a responsibility to adapt to changing laws and policies affecting professional practice and to keep up to date on the skills and knowledge needed for competent practice.

## 3. DEFINITIONS

- 3.1. In this Regulation, capitalized terms, unless otherwise defined herein, have the same meaning as they do in the By-law or the *Code of Professional Ethics*.
- 3.2. In this Regulation:
  - a) **“Continuing professional development”** or **“CPD”** means the maintenance and enhancement of a Member's knowledge of immigration/citizenship matters.
  - b) **“Director of Education”** means the staff member of the Senior Management Team who is responsible for overseeing the day-to-day operation of the Education Department of the Council and performs the duties described herein.
  - c) **“Easy Access”** means that the course materials are readily available to the Member in either printed (hard copy) or on-screen (soft copy) format during the entire session. Furthermore, easy access means that the Member is able to view and interact with the course materials as directed by the Practice Management Instructor (PMI).
  - d) **“Mandatory course”** means a course identified by the Council as central to a Member's professional practice.
  - e) **“Physically present for a session”** means a Member must attend and participate in the entire session to be credited for the course. This applies to both in-person and real-time remote delivery formats.
  - f) **“Practice management education”** or **“PME”** means education offered by the Council to a Member on how to meet the requirements of the Council, which affects professional practice. PME is not the same as CPD and accordingly CPD hours do not count towards PME requirements and PME courses do not count towards CPD requirements.

- g) “Real-time remote” means participating in a live, instructor-led session.

#### **4. SCOPE AND EXPECTATIONS TO MEETING PME REQUIREMENTS**

##### 4.1 Active Member

- a) A Member in good standing must complete all mandatory PME courses within the specified timeframe.

##### 4.2 Member on Leave

- a) A Member on leave, duly approved by the Registrar, is not required to complete the mandatory PME requirements for the duration of the leave. Upon the Member returning to active status, all missed mandatory PME courses must be completed within six (6) months.

##### 4.3 Suspended Member

- a) A suspended Member is required to fulfill the PME requirements or submit a remedial PME plan to the Registrar for approval before reinstatement.

##### 4.4 New Member

- a) A new Member is required to complete one (1) mandatory PME course within six (6) months of becoming a Member and all remaining pre-existing mandatory courses within one year of becoming a Member. Where a new Member cannot complete all of the mandatory courses within one (1) year, he/she will consult with the Registrar to determine a plan of completion.
- b) A new Member, in his/her first year of membership, must successfully complete any new mandatory PME courses during the same timeframe as an existing Member, or be subject to the non-completion penalties. The one (1) year period only applies to mandatory PME courses that were introduced prior to the new Member being admitted to the Council.

#### **5. MANDATORY COURSES**

- 5.1 A Member must complete all mandatory courses.

- 5.2 All new mandatory courses are introduced and promoted by e-mail, social media, and on the Council’s website.

- 5.3 A Member must meet the requirements and obligations developed by the Council for each mandatory course.

- 5.4 A Member must respond to information requests from the Council on items covered in the practice management courses within the specified timeframe.

**6. COURSE REGISTRATION**

- 6.1 A Member is required to register online for a mandatory course before the registration deadline.
- 6.2 When registering for a course, a Member must provide a valid telephone number that can be used in the event of an emergency or course cancellation.
- 6.3 A Member is required to verify his/her registration details including date, time, contact information, participation format, and address of the learning centre if completing the course in-person, and emergency telephone number before completing the registration process.
- 6.4 Pursuant to Article 14 of the Code of Professional Ethics, a Member must ensure the Council has his/her correct contact information to receive relevant course registration and confirmation information.

**7. COURSE EXPECTATIONS**

- 7.1 A Member is required to have course materials easily accessible (hard or soft copy) for in-person and real-time remote course delivery format so as to allow the Member to fully participate during class.
- 7.2 Further to section 7.1 of this Regulation, a Member who does not have easy access (hard or soft copy) to course materials during class and who requires a printed workbook in order to fully participate in the session will be issued an invoice of \$10.00 each time.
- 7.3 A Member who does not have easy access (hard or soft copy) to course materials will not be able to complete the course and will be asked to leave. The Member will have to re-register to complete the course at another date and time.
- 7.4 A Member joining a session after the start time, leaving before the session is over, or not physically present, to the satisfaction of the PMI, for the duration of the session will not receive credit for the course.
- 7.5 The sharing of information and experiences of a Member in a session must be treated as confidential.
- 7.6 A Member must demonstrate professional respect for other Members and PMIs during sessions.
- 7.7 A Member who is, in the opinion of the PMI, disruptive to the operation of the session and participants, will be asked to leave the session. The Member shall forthwith comply with such request. A Member who is asked to leave a session will not receive credit for the course.
- 7.8 Further to sections 7.6 and 7.7 of this Regulation, the Director of Education will follow up in writing with the Member after obtaining a report from the PMI to outline the terms and conditions of how the Member must fulfill the requirement of the course.

**8. CANCELLATION OR NO-SHOW**

- 8.1 A Member who registers for a course but cannot attend must provide written notice of cancellation no later than four (4) business days before the course is offered. The written notice must be sent by e-mail to [pme-fpp@icccrc-crcic.ca](mailto:pme-fpp@icccrc-crcic.ca). The Council will acknowledge receipt of the Member's e-mail which shall serve as proof that cancellation was properly received.
- 8.2 A Member who does not provide advance written notification as required in section 8.1 of this Regulation of his/her inability to attend the course will be subject to a cancellation fee of \$100.00.
- 8.3 A Member who does not attend the course on the scheduled date is considered a no-show and will be charged with a no-show fee of \$100.00.
- 8.4 In the event that a Member does not provide written notice within the required timeframe or is unable to attend due to illness or an emergency on the scheduled date, appropriate documentation is required to avoid the cancellation or no-show fee.
- 8.5 The Member shall, at the first available opportunity, and not later than the next calendar day after the scheduled session, send an e-mail to the Director of Education explaining the circumstance for missing the session.
- 8.6 Within fourteen (14) calendar days of the missed session, the Member must follow up in writing with the Director of Education by providing a copy of the Member's e-mail notification to the Council together with supporting documentation by regular mail.

**9. PENALTY FOR BREACH OF REGULATION**

- 9.1 A Member who does not complete the required PME course by the specified date will be fined \$250.00, and must complete the course within thirty (30) calendar days after the specified date.
- 9.2 If the Member does not complete the course within such thirty (30) calendar days his/her name may be forwarded to the Registrar to have his/her membership suspended. Failure to complete the course during the period of suspension will result in the Member being revoked.