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Ken: Good morning and welcome to today's webcast on the Paralegal Licensing Examination. My name is Ken Osborne and I am the Team Manager Entry Level Competence here at the Law Society. Our goal today is to provide you with guidance on the Paralegal Licensing process. Specifically we'll address the general administration that is required to register for the Licensing Examination, the examination process itself, what to expect on the day of the exam, and tips for success in order to support your efforts to support for the examination. I have several people to assist with today's presentation and they are Gina Haros, Team Manager Licensing Process, Peninah Brickman, Counsel Paralegal Licensing and Accreditation and Will Morrison, Counsel Licensing Process.

Before commencing I'd like to take care of a few administrative points for this session and talk a little bit about the process, before we actually get into the substance of the session. First of all, the outline of today's session can be found under the Agenda tab. The Agenda outline contains relevant links to each of the topics that we will be discussing today. The formal portion of our presentation is expected to be about 45 minutes and we'll leave the remainder of the session for questions. If you wish to submit a question you may do so via the Q&A tab located on your screen and you should feel free to submit your questions at any time during the session.

We will attempt to address as many questions as possible during the scheduled Question and Answer segment, at the end of the presentation. If we don't get to all of the questions submitted and you still need more information, we invite you to reach out to us via email or phone and we'll be providing you with all of our pertinent contact details at the end of the presentation. The larger window on the right-hand side of your screen will display the presentation slides to which we will be speaking; also note that an archived version of the webcast will be available within ten days, following today, on the Law Society's website. The archived version of the webcast will be located at the For Paralegals, Become a Paralegal, header or tab on the Paralegal Licensing Process webpage.

By way of introduction, I'd like to address the role of the Law Society in the regulation of paralegals and the requirements that have been established under our bylaws for the admittance of new licensees as paralegals to the Law Society. As many of you are aware, the Law Society has been regulating paralegals in Ontario since 2007. The mandate of the Law Society is to regulate lawyers and paralegals in the public interest and to ensure that the public has access to competent legal professionals. We are empowered to regulate lawyers and paralegals by virtue of the Law Society Act and its subordinate regulations, and

currently, at this time, there are approximately 8,000 licensed paralegals in the province.

Since 2010, paralegal licensing in Ontario has been comprised of two fundamental components. Firstly, applicants must have graduated from an accredited paralegal education program and, secondly, the applicant must successfully complete the Law Society's Licensing Examination. Much of today's session will be focussed on the second component of the Licensing Process, the Licensing Exam. It's important to stress that as a feature of paralegal's licensure the Law Society's board of directors, or benchers, approve the accreditation of paralegal education as one of the two foundational elements of paralegal licensure in Ontario. Graduation from an accredited paralegal education program and the Licensing Examination process are two distinct milestones in Paralegal Licensing that are fundamentally related, mutually supportive and developmental in nature.

As you move towards challenging the Licensing Examination, do not lose sight of the fact that graduation from an accredited paralegal education program serves to expose you, the applicant, to a very specific set of substantive law courses that fall within a paralegal scope of practice and, additionally, the Paralegal Licensing Examination is the means with which the Law Society assesses a paralegal applicant's entry level competence, their knowledge of Substantive and Procedural Law and their ethical and professional responsibilities that have the most direct impact on the protection of the public and then influence the provision of effective and ethical legal services in Ontario.

While accredited paralegal education provides a foundation for the development or enablement of paralegal competence for prospective licensees it is the Licensing Examination that is used to gauge whether the minimum level of competence has been attained, for the Law Society to grant licensure to a paralegal in Ontario. The approach that has been taken by the Law Society, in implementing a robust pre-licensing system of training, coupled with a fair and defensible system, for Licensing Examinations at the point of entry to the profession, is borne of the paralegal profession's desire to ensure that it maintains a strong and very positive regulated reputation in the legal market. To begin our discussion I'm going to hand things over to Gina Haros, who is going to tell us more about the Paralegal Licensing application process.

Gina: Thank you, Ken. For the purposes of this webcast I'd thought I'd briefly take participants through some of the high-level information about the application process and things to keep in mind while you're applying. As always, if information you are looking for cannot be found online or if you have a particular question specific to your situation please contact Licensing and Accreditation for further assistance. Application begins online, at [www.lsuc.on.ca](http://www.lsuc.on.ca), by clicking For Paralegals and then Become a Paralegal. At the bottom of that page you'll see the Apply Now button. All documents and information referenced today can be accessed from the Become a Paralegal page, using the links on the left-hand navigation.

A key document to access while applying online is called the Completing the Paralegal Licensing Process application, which outlines some of the things to be aware of or items to have accessible while you're applying. This document will also take you through all the details on admissions and the application process. Candidates in the process have three attempts at the examination and up to three licensing years to successfully complete the Licensing Examination and all requirements. The application for the 2018-19 licensing year was launched earlier this month for applicants hoping to select the July or October 2018 examination or the February 2019 examination.

Also, for those who graduate in time and whose school can provide a final transcript, there is an earlier February 2018 option for this application. The application itself is a two-part process and part one consists of the online entry of your information and payment of the application fee, while part two consists of the actual paper copy submission of your application, which must be commissioned or notarised before it's submitted. When you apply online you'll be required to select an examination sitting, specify when you expect to graduate, what your full legal name is and things of that nature. You'll also be required to answer a section regarding the Law Society's good character requirement and provide any necessary supporting documents.

The application itself takes about 20 to 60 minutes to enter online. Once you finish part one of the application online and pay the application fee you'll be assigned a Law Society web account. This account is what you'll log into to print out the PDF application you just created, in order to submit it to the Licensing and Accreditation Department. This web account is also where grade results from your examination and the invoices for fee payment will be sent as you move through the Licensing process. It's recommended that applicants check their account weekly, after the application deadline, and even more regularly when preparing for the exams and up to the time that they are licensed.

The bulk of communication from the Law Society will be done through your online account and our website. Once you've accessed the PDF file of your application, from your online account, begin collecting all the supporting documentation, which has to be commissioned or notarised, as I mentioned, and submitted with the application in order to complete part two of the process. Once the application documents are commissioned I would advise that you make a copy of everything for your own records. The deadline to submit an application for the 2018-19 licensing year is December 1<sup>st</sup>, 2017. We continue to accept applications after that date, but in order to avoid a late fee we urge you to send in your paper application by the deadline.

Delaying the submission of your application may result in it not being processed in time to receive the study materials or not being registered for an examination. Once an application is received by the December deadline it's reviewed and processed by staff in Licensing and Accreditation and the applicant is then invoiced for their examination and

study materials in early February 2018. If anything is missing from an application, Licensing and Accreditation staff will advise applicants via their Law Society web account. Once an applicant completes their program they're expected to follow-up directly with their school to ensure a final transcript is sent by the school to the Law Society.

Also, applicants must complete and submit the Statement of Field Placement Form to the Law Society once they complete their placement. This form is not submitted by the schools. Only the transcript is sent by the school, provided the applicant makes the request. You can find the Statement of Field Placement Form on the Fees and Forms section of our website. The examination study material fee payment deadline is May 25<sup>th</sup>, 2018 if you wish to receive materials during the in person distribution period and write in July. For those who pay their exam and material fees by the deadline the Licensing Examination study materials are made available for distribution on May 28<sup>th</sup>, 2018 in a number of ways.

Between May 28<sup>th</sup> and June 1<sup>st</sup> of 2018 study materials are distributed onsite at the Law Society for those candidates who wish to pick up the paper copy of the materials in person. Please note this is the only in person distribution week during the 2018-19 licensing year. Candidates unable to attend the Law Society during that week must obtain the materials in one of the following two ways. First, when the materials are released on the 28<sup>th</sup> of May candidates may choose to download and print the study materials from their Law Society account, under My Study Materials; or second, candidates can still obtain a printed copy of the materials after the in person distribution period has ended by placing an online shipping request and the shipping provider will ensure materials are delivered directly to you for a fee. In addition to the study materials you'll receive, candidates will also be provided with a Law Society candidate identification card once they pay their exam and study material fee.

The identification card will be what you will bring to the examination site in order to check in. It identifies you as a candidate in the process and includes your confidential candidate ID number, which is unique to you, so please keep it a private and secure place. And now I'll had it over to Will who will provide some information on the examination.

Will: Thank you, Gina. I'm now going to speak about the format and content of the Paralegal Licensing Examination. I first want to emphasise that we have extensive materials on the Law Society website, setting out this information. You should review all of these materials closely when you begin studying for the exam. You are required to successfully complete the Paralegal Licensing Examination in order to become licensed to provide legal services in Ontario. The examination is designed to assess whether a given candidate for licensure demonstrates the minimum level of competence required of an entry level paralegal. The Licensing Examination tests competencies required for entry level practice.

It focuses on those competencies that have the most direct impact on the protection of the public and on effective and ethical practice. The Law Society engages experts across the legal profession to establish the entry level competencies that are assessed in the exam. A competency is defined as a knowledge, skill, ability, attitude or judgment required for entry level practice. There are 179 entry level paralegal competencies, which are divided into the following categories: Ethical and Professional Responsibilities, Canadian Law, Civil Litigation, Criminal and Quasi Criminal Law and Procedure, Administrative Law, Problem and Issue Identification Analysis and Assessment, Alternative Dispute Resolution, Litigation Process and Practice Management Issues.

The entry level paralegal competencies have undergone a rigorous development and validation process. They are all listed on the Law Society website and I would encourage you to review them as part of your preparation. Once established, these entry level competencies form the basis for the test specifications for the Licensing Examination. These test specifications are a primary component of the blueprint document which is developed for the exam. A blueprint document is used to ensure that the items being assessed on the examination are both content valid and representative of paralegal practice. It also ensures that the same categories of competencies are being assessed to the same standard of competence, even though items being assessed change from one sitting of the Licensing Examination to another.

This provides consistency between each examination sitting and enhances their reliability, validity, fairness and defensibility. The competencies and the blueprint parameters are reviewed on a regular basis in accordance with the established best practices for professional Licensing Examinations. Practitioners representing all relevant practice areas develop Licensing Examination questions, which we refer to as items, under the guidance of psychometricians with expertise in professional licensing test development and validation. These items are derived from information in the study materials prepared by the Law Society for that licensing year and reflect the established competencies for the examination.

All Licensing Examination items undergo a rigorous review and validation process. A Paralegal Advisory Group, comprised of exemplary practitioners from a cross-section of practice areas and firm sizes in Ontario, sets the examination according to the blueprint parameters. Setting a Licensing Examination involves approving the items that will be assessed. The Licensing Examination is seven hours in total length and is comprised of a total of approximately 240 multiple choice items. Each examination sitting is comprised of two parts, each of which is 3.5 hours in length. Part one takes place during the morning and part two takes place during the afternoon, with a break in between the two parts. The Licensing Examination is self-study.

You are provided with the study materials, which support all competencies on the examination. The Licensing Examination is also an

open book format. You are permitted to bring into the testing area any materials prepared for the purpose of assisting you in writing the examination, including any study materials, notes and textbooks. You must mark your answers on an answer sheet provided by the Law Society. Only those answers marked on the answer sheet will be scored. The answer sheet is numbered from 1 to 200. However, there are only approximately 120 items on each part of the Licensing Examination.

You should periodically check to ensure that the answer bubbles you are filling in on your answer sheet correspond correctly to the respective items you're answering. All items on the Licensing Examination are in a multiple choice format. You must choose the best answer from four possible options provided. Each item has only one best answer and you will receive credit only when you have selected the best answer. For any item for which you indicate more than one answer on your answer sheet the answer will be marked as incorrect. The items on the Licensing Examination assess three different levels of cognitive ability.

First, knowledge and comprehension, second, application and third, critical thinking. The examination will include items in both independent multiple choice and case-based multiple choice format. Independent multiple choice items are independent of each other. Case-based multiple choice items are preceded by a case scenario which will also apply to other items. However, each item within the series of items preceded by that case scenario is derived directly from that case scenario and is independent of all the others. In other words, determining the correct answer to item number three in a series of case-based items is not dependent on answering either of items number one or two correctly.

There are no all of the above or none of the above multiple choice options in examination items. For each sitting of the Licensing Examination multiple different versions of the examination are developed and sat. Each candidate who has registered for that sitting is randomly assigned a version of that examination. Each version of the examination complies with the blueprint parameters. A small number of new items are piloted on each Licensing Examination as experimental items. These experimental items are not counted towards a candidate's score and therefore do not contribute to a pass or fail result. The majority of examination items are operational items on which the candidate's score is based.

To achieve the piloting objectives and consistent with best practices for professional Licensing Examinations, there are no indications in the Licensing Examination booklet to identify a given item as either an experimental item or an operational item. The administration of non-scored experimental items is an essential step in developing future Licensing Examinations. The examination is marked on a pass-fail basis. Scores equal to or higher than the established passing mark receive a pass result. Scores lower than the passing mark receive a fail result. A candidate's score is based on the number of correct answers chosen.



There are no penalties for failure to choose an answer or for choosing an incorrect answer. At the same time that it sets a Licensing Examination, the Paralegal Advisory Group also formally sets and approves the passing mark for that examination. The passing mark is the same for each different version of the same Licensing Examination. The passing mark represents a single overall score for the examination. Candidates are not required to individually pass separate sections or areas of law on the examination. The passing mark represents the expected performance of a minimally competent entry level paralegal.

To ensure consistency between each sitting of the Licensing Examination, the Paralegal Advisory Group applies the same standard to the particular set of items on each examination. The setting of a passing mark is based on the informed judgment of these subject matter experts and is determined through rigorous consultation and dialogue. This approach to setting the passing mark helps to ensure that the same performance standard is applied consistently for each Licensing Examination so that only those candidates who meet or exceed this standard will pass the examination. Only an individual candidate's performance, compared to this standard, determines whether that candidate passes the Licensing Examination.

The candidate's performance is not assessed in comparison to the performance of other candidates by using a curve or otherwise. There is also no predetermined rate for the proportion of candidates who will pass the Licensing Examination. There are several important pages on our website, in the Paralegal Licensing Examination section, that you need to review to prepare for the examination. These provide detailed information on what to expect and prepare for and will ensure a smooth experience on the morning of the exam. The pages include information about the security and screening procedures at the exam venue and you should note that these are more formal and structured examinations than you may be accustomed to from college or other exams.

These pages also include information about the check-in process at the venue and what items to bring with you. We have lists of permitted items that you can bring into the testing area as well as prohibited items. You should review these lists in detail. Our website also offers a short orientation video to the Licensing Examination which I would encourage you to watch. Finally, you should also review the website to understand the conduct that is expected of candidates at the examination venue. We appreciate that it is a high stakes day for candidates and we need to ensure that the process runs smoothly and that a respectful and stable environment is maintained for the benefit of everyone. Now, a note on receiving your exam result.

Inevitably, as soon as each exam ends, candidates begin wondering about how they performed. Please note that results will not be released until about six to eight weeks after the examination date. We'll send your result to your confidential online licensing account and you'll get an email notifying you that it's there. So there is no need to call in to our office

and check whether the results are out yet. Results cannot be released before that timeframe for several reasons. In order to ensure the integrity of the marking process up to six to eight weeks are required to receive and grade and verify exam results and to provide them to candidates. Examinations are written in both official languages and it takes some time to ensure that all those Licensing Examinations are received and marked appropriately.

If you were unsuccessful on a Licensing Examination, don't panic. You can reregister for one of the subsequent scheduled sittings. Candidates are permitted a maximum of three attempts at the examination within their three year licensing term. All information regarding rewriting an exam will be sent confidentially, in a message to the candidate through their online licensing account and you won't be the first or the last to be in that situation, I assure you. So please feel free to contact our Licensing and Accreditation Department if you have any further questions on the next steps for rewriting. Finally, a note on the process for deferrals. If, close to the day of the exam, you find you are unable to write, you must defer your examination by sending a deferral form to our office at least five business days prior to the examination date.

Ken: Thank you, Will, for that information about the Licensing Examination guidelines. Now we're going to talk a little bit more about the examination itself and discuss some tips and general guidance around preparing for the examination. Peninah Brickman, Counsel Paralegal Licensing and Accreditation will do that for us.

Peninah: Thank you Ken. Before we get into examination preparation, let me begin by saying just a few words about examination preparation courses. You may be aware of paralegal exam prep courses offered by various providers. Although it is certainly up to you whether you wish to take these, we want to ensure that you are aware of two things. First, none of these courses is endorsed by the Law Society and second, all of the material you need to know for your examination is contained in the paralegal study materials. As Will explained, the Licensing Examination is open book. There may be a misconception that you don't need to study as much for open book exams, since you can bring your materials into the exam.

However, this type of examination requires you to analyse information and apply it to new situations, so you do need to fully understand the contents of, and be very familiar with, the study materials before you write the exam. You don't want to waste your valuable time during the exam searching through your study materials or other documents you bring with you. Rather, you want to devote your time to carefully reading each question and choosing the best answer. So, what will help you succeed? First, having a solid understanding of what is in the paralegal study materials is absolutely essential. If there is any portion of the materials that you don't understand as you are reading, reviewing and taking notes, take the time to ensure that you understand that area prior to writing the examination.



It takes time to adequately prepare for the examination. There are no shortcuts. While study tips and examination writing tips can help you prepare, there is no replacement for building a solid base of knowledge of the entire study materials. Second, preparing and implementing a study strategy early on is key. I'll discuss that further in a moment. Finally, maintaining a positive attitude with a calm and focussed approach is important. Some candidates use specific techniques to help them remain calm and stay focussed, both while they are studying and during the exam itself. Consider whether any of these techniques may be helpful to you. So let's take a look at study strategies.

Although each of us learns and studies differently, there are some techniques that research tells us work better than others. Consider taking a systematic approach that includes: number one, a study schedule so that you can organise your study time efficiently. Number two, effective reading and note taking. Number three, organisation of your materials in light of the open book nature of the exam and last, review of practice questions.

Let's take a look at each of the elements I just mentioned in a bit more detail. Let's start with the ways to organise your study time. First, it's always a good idea to begin studying early. Research suggests that studying in short manageable increments, spaced over time, is more beneficial than cramming all the material in a long study session just before the exam.

Second, consider setting up and maintaining a regular study schedule. You may want to set aside a specific time of day for studying. Ideally, try to schedule study time when you are wide awake and alert. In most but not all cases, this means not scheduling study time at night. You are less likely to retain material when you are mentally or physically tired, so schedule study times when you are most likely to be ready to learn and don't forget to leave room in your study schedule for unanticipated events that may require your time. Next, to help focus your study sessions, consider setting specific goals for each session. For example, you might decide to study a specific chapter or review the rules and guidelines relevant to a particular topic during a designated block of time.

Taking breaks during study sessions is also a good idea. Studying requires mental effort so take breaks as part of your study sessions. Here's an example of what I mean. After studying for, let's say, 50 minutes, you might take a 10 minute break and then after three consecutive 1 hour study blocks you would take a longer break, perhaps an hour, and then start the study cycles again. If the material you are dealing with is difficult, shorten your study times and take more frequent breaks. So for more challenging material you may want to study for only 20 or 30 minutes, followed by, let's say, a 5 minute break.

When you are studying the more challenging material, you may want to take your longer break after only two study blocks instead of three. Next, it's a good idea to start each study session by reviewing the materials

you've previously learned. Reviewing material you have learned without a long delay will help you keep knowledge fresh in your mind. If you wait too long to review the material, you may waste time trying to relearn what you knew but forgot. Also, try to use the weeks just before the examination to review, integrate and reinforce your understanding of the content.

So let me recap. When considering how to organise your study time, try to start early, maintain a regular study schedule, have specific goals for each of your study sessions, take frequent breaks, review previously learned material at each new study session and use the last weeks before the exam not to learn new information but rather to strengthen what you already know.

Turning now to reading and note taking for open book exams, let's consider how best to review the paralegal study materials so that you understand and retain what you have read. This usually involves careful, active and systematic reading. In most cases this will mean reading the material more than once to really understand the content. To build a solid base of knowledge you may need to read the material once to gain a general understanding and overview of the content and then second and third times to reinforce important concepts or to fully understand more challenging concepts. You may want to take the opportunity, during these subsequent reviews, to consider what types of questions could be asked about each concept and to consider how different concepts interact and overlap with other concepts.

It's a good idea to begin highlighting or taking notes only once you have a general understanding of what you're learning. If you start too early you may end up highlighting or writing down too much information. Research suggests that reviewing material on a regular basis can help you retain information in your long-term memory. So what are some of the things you can do to prepare your materials for use during the exam? The goal is to organise your materials so you can quickly access relevant information. Prior to the examination take some time to make your study materials as user-friendly for you as possible. We have three suggestions for organising your material.

One, use tabs or a colour coding system to delineate certain subject areas and key topics. Two, prepare short manageable summaries on selected topics. Finally, create an index or a table of contents listing key topics in corresponding pages. The point of these strategies is to help you quickly find information in your materials during the exam, so choose a method that works best for you. As you are organising the materials in the way that best suits you, bear in mind that some concepts cut across several areas of law.

Lastly, don't forget to take some time to review the sample questions posted on the Law Society's Licensing Process page. The questions will give you an idea of the types of questions that will be asked, the thinking required and the degree of difference between incorrect and correct

answers. Implementing pre-study exam strategies will help you feel more confident about writing the exam. Also, don't forget the basics: getting enough sleep and maintaining good nutrition. Being active in other areas of your life, whether socially, physically or intellectually may also be part of an effective exam strategy. Once you build a solid base of knowledge you'll be in a better position to think positively. It's common to feel some anxiety before and during the exam but if you start to feel overwhelmed consider taking slow, deep breaths to relax. Calming yourself physically will help calm you emotionally.

The calmer you are during the examination, the better you will be able to concentrate. Also, depending on the individual, it might be more helpful to avoid focussing on the anxiety and, instead, to focus on the next task. Remember that you have already accomplished a lot and that you are doing your best. Success is often a result of effective and sufficient effort and preparation. While it is not uncommon to have some concerns about an examination, part of controlling those concerns involves being prepared for what lies ahead. Your goal is to be emotionally, physically and intellectually prepared the day you write your exam. Knowing your material thoroughly and organising your materials in advance will likely prove key.

Ken: Thank you very much, Peninah. Now we're going to talk a little bit about what can be expected on the exam day and I'd like to turn things back over to Gina, who will address the exam day itself, support services and will also address dates to remember and fees.

Jeana: Great, thank you, Ken. As Will mentioned earlier, the Licensing Examination is seven hours in length, with a break after the first three and a half hours. It's held in a relatively large venue with a very formal setup, in terms of assigned candidate seating, dedicated check-in stations, coat checks and the security screening area. One week prior to your exam ensure you double-check the date, the venue address, the arrival time, the check-in time and things of that nature. All of that information is all available online. Plan your route and transportation to the exam to arrive early or at the very least on time. Again, all of this information, in terms of the examinations, is there to avoid any hiccups on the morning of the exam.

On the actual day of the exam, the site may seem overwhelming for some when they realise that they may be writing with over 600 candidates who are also trying to check in and be screened at the same time. As we mentioned earlier, take the time to review the online video regarding the venue and what to expect on the day of the exam. The link to that video and that examination page is on the agenda of today's webcast. In addition to this video there are the web pages to review that will ensure smooth sailing. Specifically, you must review the Examination Rules and Protocol document and the Guide to the Paralegal Licensing Exam. Other than that, I would suggest bringing lots of snacks, leaving your cell phones in the car and trying to carve out a rare moment of calm before you begin writing this lengthy exam.

Once you check in and pass through the security screening area you'll be expected to sit in your assigned seat for the duration of the examination period except, of course, during the lunch period. I wanted to take a moment to mention that as part of the Licensing and Accreditation Department, examination administration staff provide various forms of support, assistance and accommodation to our candidates in the licensing process. The aim, of course, is to improve the testing environment for the students who are otherwise unable to comply with some of the conditions or requirements of the licensing process. Services include examinations in alternative forms, such as audio tape, Braille, text to speech and special equipment for persons with visual or auditory impairments.

If you are a person with a disability or a condition that requires accommodation during the process, please contact the examination administration staff directly once you submit your application and, at the very least, 30 business days prior to the exam sitting you're interested in, to explore options that may be available in order to support you during the process. In terms of additional candidate supports available to you, candidates who receive an unsuccessful result may also contact Licensing and Accreditation to enquire about tutoring services. Candidates who request tutoring from the Law Society will be connected with a tutor for up to five hours of tutoring, provided a request is submitted by the deadline.

Further details on tutoring are available online, under the Candidate Support Section of the website. Also under that section of the website you'll find information on the monthly payment plan, which allows candidates to pay their examination and study material fees in four equal instalments. Please review the deadlines of this payment plan and other information in this section if this is something you wish to explore in early 2018 when the revised payment plan documents will be posted. In terms of the important dates relevant to your progress in the licensing process I urge you to visit and bookmark the Dates to Remember page on the website for many of the due dates of the Paralegal Licensing process.

Again, that link is also available on your webcast agenda. Be mindful that the deadlines are all in business days, unless otherwise indicated. So, for example, if the October 2018 examination is on October 16<sup>th</sup> the 30 business day deadline would fall quite early, on August 31<sup>st</sup> and not on the calendar date of September 16<sup>th</sup>. Some candidates fail to register on time because they assume that the deadline is calendar days. So please be mindful of that. The actual deadlines are listed for your reference on the website, under the Dates to Remember section, so please do diarise those in order to ensure you not only pay in full but also ensure your school submits your transcript and that you submit your Statement of Field Placement Form by the deadline.

Again, meeting the deadlines for payment and filing of transcripts and other required documents will ensure you have timely information on the study materials release, distribution period, examination confirmation

information, etc. It also secures your spot for the exam sitting that you select. Please ensure that all fees are paid on time and all documents are filed by the deadlines in order to not only avoid the late fees but to receive the information that I mentioned earlier. For the first time this year the summer exam will be held at the end of July rather than in August and the fall and winter exams will be held in October and February respectively.

Please review the precise exam dates online in the Licensing Examination section of the website. Details on fees are also listed on the Fees Schedule, available under the Fees and Forms section of the website and, again, please don't hesitate to contact the Licensing and Accreditation Department if you require information that's not listed online, regarding your fees and invoices. At this time I'll turn it over to Ken to provide some final thoughts.

Ken: Thank you very much Gina and thank you Will and Peninah as well for providing such useful overview of the examination process and candidate preparations. We're now going to open up the discussion to questions and we've received a few questions. Not many but a few. So we'll try to get to these as we can, but I would encourage you to begin to send us your questions if you've not already done so. We have our contact information up now, for a few reasons. One, if we don't get to your specific question today then you can reach us through these contact details. Secondly, some of you are asking specific questions that pertain to individual circumstances and we would ask that you reach out to us using these contact details because our intent today, is to address questions that have a general application to everyone listening and we have seen a couple of questions that are being asked about specific circumstances so we would encourage you to send us those questions directly to the contact information that has been provided on this slide.

Not surprising, we see a few questions pertaining to the work interruption that is impacting community colleges at this time and what the impact of that interruption might be on the Law Society's licensing process. So perhaps I'll address that question right upfront because it is timely and it affects, I suspect, a number of candidates that will be entering the licensing process in this licensing year. It's important to stress that the Law Society's Paralegal Examination process operates independently of college programming and irrespective of any work interruption that may occur at the college. Applicants are required to complete the two-part application process, which comprises graduating from accredited Paralegal Education and successful completion of the Licensing Examination. In addition, in order to register for the examination, applicants must do so in accordance with the times and requirements that the Law Society has prescribed for the 2018 licensing year.

The strike, at the moment, is in early days and I would suggest and recommend that if you have any questions about how the work interruption might affect the completion of your studies; might affect your ability to obtain final transcripts; might affect your ability to

complete, for example, Field Placement programs and so on, then at the moment the best way to address these questions is to direct them to your college. I will say that you should be, periodically if not regularly, checking in on the Law Society's website because we do intend on posting information as matters unfold, in order to keep both colleges and students informed of developments as they occur. For the moment students who do have questions related to the impact of the work interruption on their programming should be directing those questions to their colleges.

So I have another question here as well. It pertains to how many candidates actually pass each examination sitting. I would ask Will to take that question on, please.

Will: Sure. So as I mentioned in my presentation, there's no predetermined rate for the proportion of candidates who will pass any given Licensing Examination. The reason for that, and to explain it a little differently, is that we set a consistent standard, a passing standard for each exam and that's the expected performance of a minimally competent entry-level paralegal. So it really depends on how many candidates demonstrate that they have met that standard in any given exam. The exam is not graded on a curve or in any other way in relation to the performance of other candidates who are writing the exam.

Ken: Okay, thanks Will. I have another question here. It pertains to tutoring. The question is "I've already failed the exam once and need some tutoring. How do I access this?" I'll address this question. As mentioned earlier, tutoring is available to candidates who have been unsuccessful in previous attempts of the Licensing Exam. The details for that information are contained on our website and you would find that on the Paralegal Candidates Support page on the Law Society website and you'll also find applicable forms and relevant details and information regarding that tutoring support. So, again, I would direct you to the website to obtain any information that you need in respect of tutoring and other student support or candidate support services.

Gina: I have a question here as well, Ken. We have actually received a couple of questions asking about the good character section of the application that I mentioned earlier and specifically some of our listeners wanted to know what exactly that entails and what it means to them. I would suggest that all candidates or applicants that are interested in seeing these questions visit our website. On the Fees and Forms page you'll find a good character amendment form which will outline the 13 questions that you're required to submit or answer during your application process. So you wouldn't necessarily submit this form but it will make up a part of your application process and you can see what questions the Law Society asks you to answer a yes or no to and also requires you to provide supporting documentation. So if you have any further questions on the good character items there is a section on the website that you can take a look at and you can also call the office to enquire further.



Ken: Thank you, Gina. I have another question here. Can I rely solely on the exam materials obtained from the Law Society for the preparation of the exam, or can I use, or should I use, my textbooks as well? Peninah, would you like to address that question please?

Peninah: Thanks Ken. That's a great question, for a number of reasons. I think that is something that many candidates will be concerned about or wondering about. In this case, I would say that you are entitled to rely on any print materials that you wish but there are a number of things you should bear in mind. The most important thing to remember is that if you bring your textbooks into the examination room they will have to be left behind and, again, I would encourage you to go online to see what materials have to be left behind after you've written the exam, once you've brought them into the room. Secondly, I think it's important to remember that the materials that we provide are the main source of information that a candidate should be looking to.

For example, if your textbook is two, three, or four years out of date, it may contain information that is no longer governing law and if the materials are more up to date than that then, by relying on your textbook, you could be relying on erroneous or out of date information. As such, I would really strongly encourage you to focus on the study materials but perhaps look to your textbooks if there is something that you do not understand.

Ken: Thank you, Peninah.

Gina: And we have a question here regarding transcripts and submitting transcripts. The question also asks about when a candidate should submit transcripts in order to writing the examination in October 2018. So as October 2018 is one of the three sittings in the 2018 licensing year, you would be able to apply now for that sitting. Obviously, transcripts should be submitted once you've completed your program, but now is the time to register for that examination sitting. You can, of course, apply after the December 1<sup>st</sup>, 2017 deadline but you'll be subject to a late filing fee. So in order to avoid that it's recommended that you apply by the deadline set by the Law Society. So if you're looking, once again, to write next July, October or February 2019 you can apply on this application that we've recently released.

Ken: Thank you, Gina. I have another question in respect of the work stoppage that perhaps we can address. The question is "Now that the college professors are on strike and that it might, potentially, affect the number of hours that we spend in class will that prohibit or affect our ability to be licensed, as normally we have to spend a certain amount of hours in class to get our licence and there's some concern about that." Peninah, would you like to address that, please?

Peninah: Sure Ken. I think it may be a little bit early yet to be overly concerned about the number of hours that you'll be able to spend in a classroom, and this is something that we will certainly be looking at as time progresses

and something that we will be communicating with the colleges about. I would say that we would expect that the colleges will come up with a solution that is appropriate and the students and the colleges will work together. So, again, that is something that we will, perhaps, have more information available on as time progresses but at this stage it's a little bit early to take a guess as to what might happen.

Ken: Thank you, Peninah.

Gina: Ken, I have another question here regarding the exam and what happens if I cannot attend the exam that I've paid for? Do I have to repay the fees when I rewrite the examination? So I'm assuming that it's not a rewrite, but if someone is unable to attend the exam that they have registered and paid for, as Will mentioned before, I believe, you do have the opportunity to defer the exam and there is a form on the website, under the Fees and Forms section, where you can fill that in, submit it to the Law Society, indicating that you will not be writing that examination and you wish to reregister for another one.

Ken: Thank you, Gina. I have another question here in respect of late arrivals. What's the protocol for candidates who arrive late at the examination site? So I'll take that one on. Again, you should be consulting the Rules and Protocols that are found on the Law Society's website. In respect of a person who arrives late, but within the first hour after the start of the examination, the candidate will be admitted to the exam. However, the candidate will not be provided extra time. So if you come in within that first hour, late, you are admitted into the examination facility but you're not given any additional time to make up that hour.

However, if the first hour has passed and the candidate arrives late, then there will be no admission to the examination site. So take care. Please be prepared on that day. The examination, as we've mentioned, is a significant milestone in the licensing process. Candidates should be prepared and able to write the exam on that day, in comfort and with proper preparation. So please take proper steps to ensure that you arrive on time and are ready for the exam on the appointed time.

Gina: Ken, we have a question here about the monthly payment plan options for 2018 and I'll answer that. The question is, in regards to the monthly payment plan for 2018, when will that be available and could we start the forms before that? The enrolment form for the monthly payment plan will be available around the time that you're invoiced for your exam and study material fees. They'll be released at the same time, which is likely towards the beginning of February 2018 and should provide you with sufficient time to enrol in the plan if that's something you're interested in.

Ken: Thank you, Gina. I have another question which I'm going to send to Will, and it's in relation to the organisation of the examination. Are the questions on the exam broken down based on different competencies or are all the different competency questions mixed together in no particular order?

- Will: Thanks, Ken. On the exam, the questions are grouped together by the area of law that they pertain to. You will get a better sense of this when you have a look through your study materials but you'll see that the same breakdown in the study material, in terms of area of law. That is how the questions will be grouped on the exam. So you'll be facing one section that will deal with a consistent area of law and then you'll move into another section that will deal with a different area of law.
- Ken: Thank you, Will. Peninah has a question that she would like to address.
- Peninah: Yes, another question that we've received, has to do with whether there is one particular set of materials that students bring in or whether they must bring into the examination several materials. The answer to that is that there is a specific set of study materials that will be provided to students by the Law Society.. These materials are available in both English and French. These materials are the materials that students will use to study from in order to write the Licensing Exam. However, as indicated in response to a prior question, students are permitted to bring in other print materials, as they wish.
- Gina: Just a follow-up to that Peninah, the study materials are available not only in the print version but also online through your account. So there is the option to organise the materials that you bring in to the exam as you see fit. I have another question here, in terms of the limit of the number of people that can write at any sitting. As you may appreciate, we allot for plenty of space for our examination sittings. It is a little bit more challenging, obviously, if it's an accommodation situation because those venues are a little bit smaller and more personalised. This is why we have the 30 business day deadline, to ensure that we have a clear indication of how many candidates are attending a particular examination sitting so that we can adequately prepare..
- Peninah: Thanks, Gina. We have another question as well. A candidate is asking if we can repeat the strategies for studying and I would say that they are creating a study schedule, so that you can organise your study time effectively, reading and taking notes, organising your materials in light of the open book nature of the exam and reviewing the practice questions. And I would also note for candidates that this information and some of these strategies are also listed online if they go to the applicable tab on the Law Society website.
- Ken: I have a question here again about materials that can be brought into the examination. The question is can I bring in a Chinese-English dictionary? The answer to that is yes, you can bring in any print materials into the examination but you must be prepared to leave those materials behind. So if you are bringing in items, textbooks, dictionaries, print materials that's fine, but you must be prepared to leave those items behind. You will not be permitted to bring them out.
- Gina: Ken, I have a question here from a participant who's asking, for a candidate taking the exam in February 2019, so not this coming February,

the following one, when is the earliest possible date to receive the study materials, and my answer is it depends. So it depends on when the person applies to the process. It also depends if they wait until next fall to apply to the process, because that would obviously be a little bit of a different situation, and I would urge you, if you have instances like this, where you have additional personal information that you wanted to talk about, to call the Licensing and Accreditation staff and we'll be happy to let you know of the specifics, depending on your specific circumstances.

Ken: Okay, we're nearing the end of the webcast but I do have one more question that I'd like to have addressed. How many times can you fail the exam? Will, would you mind taking that question on?

Will: Sure, Ken. Candidates have a three year licensing term. So you have three years in which to complete the requirements of the licensing process and during that term you have three attempts to successfully pass the Licensing Exam. If you have failed the exam three times you can make a request, a special request to us, to be granted a fourth attempt at the exam, but there wouldn't be a further attempt after that.

Ken: Okay, we have now come to the end of our webcast. I want to thank the panellists for all their knowledge and information they've imparted to the candidates today. An archived version of the presentation will be available in approximately two weeks time on the Law Society's website, at [www.lsuc.on.ca](http://www.lsuc.on.ca), For Paralegals, Become a Paralegal tab. Further, I'd like to thank all of you, the candidates, for your very enthusiastic participation. We're pleased to answer any more questions that you might have, through the contact means that has been provided on the slide in front of you, and feel free to reach out to us at any point. We'd like to wish you all the best with your paralegal education studies and all the best with your examination preparation and we look forward to welcoming you to the paralegal profession in the coming year, thank you.

[End of recorded material 01:02:15]