Reference Guide for Third Party Assessors

February 2019
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Introduction

PARIS Overview

The Program Approval and Registration Information System (PARIS) is a secure web application available to applicants intending to become a registered private career college (PCC) and registrants operating a PCC. PARIS is the system where users complete various applications and functions relating to registering and operating a PCC, including the feature of requesting third party program assessments from qualified third party assessors.

Once a program is submitted for a third party program assessment, the assessor can:
- Verify and update personal information and qualifications;
- Accept / decline an invitation to assess a program;
- Review program information for third party assessment; and
- Make program recommendations.

Assessor Requirements

- All new Program Approval applications (with the exception of flight training programs), require at least two third party program assessments per program:
  1) A Subject Matter Expert (SME) to assess the subject matter aspects of a program; and
  2) An Adult Education Expert (AEE) to assess the adult education aspects of a program.

- If the program delivery mode of a program is Distance Education (DE), then a Distance Education Expert (DEE) report is also required.

- One assessor can complete all assessment reports (SME, AE, and DEE) if the assessor meets the qualifications.

- Assessors should be familiar with the Private Career Colleges Act, 2005 (PCCA, 2005) and associated regulations, the Ministry’s terminology and business processes.

- Assessors must be free of any conflict of interest with an applicant and must base their assessment on the complete, accurate, and final copy of the program as provided by an applicant.

- Assessors must meet the requirements outlined in the Superintendent’s Fact Sheet #3: Third Party Program available from the Ministry’s website at www.pcc.tcu.gov.on.ca. The Superintendent may refuse to approve an assessor who does not meet the requirements noted in Superintendent’s Fact Sheet #3: Third Party Program Assessment or who submits an unsatisfactory assessment report for a program. The application will be deemed incomplete until
a qualified assessor is identified or an acceptable assessment report is provided.

- As third party assessments are accepted by the Superintendent as part of a program’s approval, the Ministry will maintain a roster of all third party assessors that may be available to assess a particular program based on the assessor’s consent and the respective program category and NOCC.

Using this Guide
This guide provides step-by-step instructions for third party assessors to use and navigate PARIS and complete the third party program assessment process.

In this Guide:
- Tips appear with a hand symbol 🖐
- Important notes appear with an information symbol 📘
- A cross-reference within the guide can be identified by green underlined text. Click on the link to jump to that section.
- On most pages in PARIS you will see a link to relevant guidelines that will assist you when completing that section. Show Guidelines
- See Appendix: Glossary for a list of terms and abbreviations.

Information Not Included
This document is a reference for the software only. No business functions outside the system are included.

Getting Assistance
- PARIS provides online help for key topics through a list of frequently asked questions. See Submitting an Inquiry starting on page 23.
- For questions and technical support email: PCC@ontario.ca
Performing the Basics

Logging In to PARIS

1. Open your browser such as Internet Explorer.

2. Enter the following address in the Address area of your browser: https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml

   The Log in or register page appears.

   ![Log in or register](image)

3. Enter your Email address and Password then click Log in. The Dashboard appears.

Logging Out

Click Log Out. The Log in or register page appears.
Performing the Basics

Working with the Dashboard

After you log in, the first page to appear is the Dashboard.

- **Top Centre**: The top centre provides a quick link to the Dashboard and the log out function.

- **Navigation Pane**: The navigation pane is a list of menu options.

- **Dashboard**: The Dashboard appears in the main body of the home page. The Dashboard includes several sections.
  - **To-Do**: Identifies all assessments pending acceptance and assessments in process. It also displays any inquiries started but not submitted.
    
    A third party assessment remains in this list until the assessment is returned to the applicant or when the assessment is complete or withdrawn.
  
  - **Waiting for Response**: Once an inquiry is submitted to the Ministry, it moves to the **Waiting for Response** section. You can look in this section to see the status of your inquiry. The inquiry will remain in this section until the ministry responds.
  
  - **Ministry Decision**: The **Ministry Decision** section lists inquiries that were closed by the Ministry.
  
  - **Third Party Decision**: The **Third Party Decision** section includes all of your decisions.

(Your page may look different)
Performing the Basics

- Items in each section are collapsed under a banner.

  Third Party Assessment

  The number beside the arrow in the banner indicates the number of items in the list. Click the banner to expand the section.

Entering Data

- A red asterisk * indicates a field is mandatory and must be completed. Example:

- Click the field’s dropdown arrow. A list of options appears. Click the option required. Example:

Uploading a Document to an Inquiry

Introduction

Supporting documents can be attached (uploaded) to an inquiry. You can upload the following types of files:

- Microsoft Word
- Microsoft Excel
- Image
- Text
- Adobe PDF

If the document is larger than 10MB, it must be split into smaller files and uploaded separately.

Uploading an Additional Document

You can upload a document to support your inquiry.

1. Click the Supporting Documents link. The Supporting Documents page appears.
Performing the Basics

2. Click **Upload Additional Document**. The following page appears.

3. Enter the **Document Type**.

4. Enter more information about the document in the **Description** field.

5. Click **Browse**. The **Choose File to Upload** page appears.

6. Select the file to be attached then click **Open**.

7. Click **Save & Return**. The file name appears at the bottom of the table.
8. Verify that the file has been added to the table.

9. If the document is correct, click [Upload]. The Supporting Documents page appears showing the uploaded document.

10. Click [Save & Return].

**Viewing an Uploaded Document**

1. Click the Supporting Documents link. The Supporting Documents page appears.
2. Click the blue file name link. The *File Download* window appears.

3. Click *Open*. The document opens.

4. When you are done, click close.

*Removing an Uploaded Document*

1. Click the *Supporting Documents* link. The *Supporting Documents* page appears.

2. Click the applicable *Upload* link. The following page appears.

3. Click *Remove*. The document disappears from the list.

4. Click *Cancel*.

*Handling Error Messages*

If your entry is incomplete or incorrect, a red error message appears near the field when you attempt to submit your report. You will not be able to submit your report until the error is corrected. Following is a sample error message.
Updating Your User Information / Password

1. Click the Welcome link. The User Information page appears.

2. Update the information.
   - If you are changing your password, your new password must be at least eight characters in length, contain one uppercase character and one number.

3. Click Save. A confirmation message appears.
Updating your Personal Information

1. Click **Personal Information**. The **Personal Information** page appears.

2. Update your information.  
   - If you change your email address, your PARIS login will also change.

3. At the bottom of the page there is a section for you to upload your qualifications.

3.1. Click **Upload**. The **Supporting Documents** page appears.
3.2. Click **Browse...**.
3.3. Select the document to be uploaded.
3.4. Click **Open**.
3.5. Click **Save**. The file name appears in the table.

3.6. Repeat step 3 for each document.

4. Click **Save**.
Assessing a Program

Assessment Basics

Understanding an Application Page

- The top of the page displays the assessment ID and current status.
- To determine where you are in the assessment, look at the navigation pane. A grey background indicates which section of an assessment you are currently in. In the above example, the Summary heading in the navigation pane is grey.
- Do not use the browser’s back arrow at the top of the web page or select back when you right click on your mouse to return to the previous page. Your data may not display correctly. Use the or buttons found in the PARIS pages.
Withdrawing as an Assessor

You can withdraw as an assessor at any time.

1. Open the assessment.
2. Click the Summary link.
3. Click Withdraw. A confirmation message appears.
4. Click OK. The assessment appears in the Third Party Decision section with the status “Withdrawn”.

Unlocking an Application

- Once you start an assessment, the system automatically locks all program information sections to prevent the applicant from making changes. If an applicant wants to make changes during your assessment, s/he must contact you to unlock the application. The way you unlock a section depends on the application status:

<table>
<thead>
<tr>
<th>Status of application</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pending Third Party Review</strong></td>
<td>Click Decline. The applicant is notified by email.</td>
</tr>
<tr>
<td><strong>Under Third Party Review</strong></td>
<td>1. In the Summary page, make a comment in the relevant section then click Save. Do not select the Review Complete checkbox.</td>
</tr>
<tr>
<td></td>
<td>2. Click the Assessor Action link.</td>
</tr>
<tr>
<td></td>
<td>3. Change the Selected Action to “Additional Information Required”.</td>
</tr>
<tr>
<td></td>
<td>4. You can submit the application now, or continue reviewing. When you are ready click Submit then click Confirm. The assessment will appear in the Waiting for Response section with a status of “Assessment Incomplete”.</td>
</tr>
</tbody>
</table>

- If an assessor recommends changes to a program, all of the program information becomes unlocked to the applicant.
- If an applicant makes a change to the program after you have completed the assessment report, s/he must submit the change to you to confirm that the change does not impact your original report. If the change impacts the original assessment report, you must conduct another assessment of the program and complete a new assessment report or modify the existing report.
Saving a Draft Assessment

To save your assessment and return to it later: Click Save. A confirmation message appears.

To continue working on the assessment:
1. Look in the To-Do section of the Dashboard. In the Third Party Assessment section there is an Assessment in Progress link.

2. Click the Assessment in Progress link. A list of all assessments you are working on appears.

3. Click the Assessment ID link to open the assessment.

Assessor Comments to the Applicant

Introduction
- Comments to the applicant can be added to the Summary page during the review. The comments may be a request for information, recommend changes to the program, etc.
- Comments cannot be seen by other assessors.

Adding a Comment

1. If you are not on the Summary page, click the Summary link.
2. Type your comments to the applicant in the **External Comments** area on the **Summary** page.

   - Each section in the summary has a corresponding **External Comments** section. Be sure you put your comments in the correct section.

3. Click **Save**.

**Editing a Comment**

1. Click **Edit**.

2. Make the changes.

3. Click **Save**.

**Removing a Comment**

Click **Remove**.
Performing an Assessment – Step-by-Step

Process Overview

The process for assessing an application is the same for all types of assessments. Following is the basic third party program assessment process:

1. Applicant submits invitation to third party assessor
2. Assessor accepts invitation
3. Assessor reviews program. Assessor may request more information/ revisions
   - Assessment request is in the To-Do section until completed
   - Status is “Draft”
   - You can withdraw as an assessor at any time
   - Once the application is submitted to the assessor, the application is locked; the applicant cannot make changes
   - The assessor can unlock an application upon request
   - Application is in Third Party Decision section
4. If applicant makes changes to the program it must be reviewed again
5. Assessor completes Assessment Report. PARIS notifies the applicant.
6. Assessor includes Program Approval report in application and submits to Ministry

Step 1: Accept / Decline the Invitation

The first step is to accept or decline the invitation. You can withdraw as an assessor even if you accept the invitation initially. (See page 13 for details).

1. You will receive an email inviting you to assess a program.
2. Click on the link in the email. The PARIS login page appears.
3. Log in to PARIS.
4. Make sure your personal information is up-to-date. For details, see Updating your Personal Information starting on page 10.
6. In the To-Do section, locate the program application with the status “Pending Acceptance to Invite”.

7. Click the blue Assessment ID link. The Invitation Acceptance page appears.

8. To accept the invitation:
   8.1. Click Accept. The Conflict of Interest page appears.
   8.2. Read the information and answer the questions.
   8.3. If there is no conflict of interest, click I Agree. An email notification is sent to the applicant.
PARIS updates the application status to “Assessment in Progress” in the To-Do section.
➢ The Summary page appears.

9. **To decline the invitation:** Click Decline.
➢ The invitation is removed from the To-Do section.
➢ An email notification is sent to the applicant.

**Step 2: Review the Program**

1. From the To-Do section, open the application with the “Assessment in Progress” status. The Summary page appears.
2. Expand the section by clicking the blue heading. Click **Show Details** to expand all sections in one click.

3. Review the application.
   - **If a section requires more information:**
     1) Make a comment in the relevant section then click **Save**. Do not select the **Review Complete** checkbox.
     2) You can submit the application now, or continue reviewing.
     3) When you are ready to send the application back to the applicant: Click the **Assessor Action** link.
     4) Change the **Selected Action** to “Additional Information Required”.
     5) Click **Submit** then click **Confirm**. The assessment appears in the **Waiting for Response** section with a status of “Assessment Incomplete”.

   - To view a supporting document:
     1) Click the blue filename link. A message appears.
     2) Click **Open**. The document appears.
     3) Close the document when you are done. (Click the close button.)

4. When you are finished a section and no changes are required, click the applicable **Review Complete** checkbox.

5. Repeat steps 2-4 for all sections.

**Step 3: Complete the Assessment Report Questions**

1. Click the **Assessment Report Questions** link. The report questions appear.

2. Answer the questions. **All questions are mandatory.**

3. Click **Save & Next**. The **Summary** window appears.
**Step 4: Enter your Recommendations**

1. If the **Summary** page is not on your screen, click the **Summary** link.

   (Partial screen sample only)

   - Each section must indicate that your review is complete. You will not be able to complete the assessment until all checkboxes are checked.

2. Click the **Assessor Action** link. The **Assessor Action** page appears.

   (Partial screen sample only)
3. Select your recommendation from the **Selected Action** dropdown menu.

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Complete – Does not Meet Requirement</td>
<td>Assessor recommends additional information or revisions to the program.</td>
</tr>
<tr>
<td>Assessment Complete – Meets Requirement</td>
<td>The third party assessment report is completed and available to the applicant/registrant to submit to the Superintendent.</td>
</tr>
</tbody>
</table>

4. Enter **Comments**.

5. Click **Submit**. A confirmation window appears.

6. Click **Confirm**. A confirmation message appears.

7. Click **Exit**. The assessment appears in the **Third Party Decision** section.
Submitting an Inquiry

Introduction

The inquiry function is designed so that you can research questions from a list of Frequently Asked Questions (FAQs). If you cannot find the answer from the list, you can submit an inquiry to the Ministry directly from PARIS.

Inquiry Process

1. Check the list of Frequently Asked Questions (FAQ)
2. If answer is not in FAQ create an inquiry
   - Inquiry is in **To-Do** section until submitted
   - Status is “Draft”
   - Revisions can be made
   - Inquiry can be withdrawn
3. Assessor reviews / edits then submits the inquiry
   - The Ministry may request more information / revision
   - Inquiry is in **To-Do** section
   - Status is "Incomplete"
4. Ministry reviews the inquiry
   - Inquiry is in **Waiting for Response** section
   - Status is “Under Review”
   - Inquiry can be withdrawn
5. Assessor emailed when response is sent
   - Inquiry is in **Ministry Decision** section
Submitting an Inquiry

*Step 1: Check the List of Frequently Asked Questions (FAQ)*

1. Click **Inquiry**.

2. Click the **New Inquiry** link.

3. Click the **Inquiry Details** link. The **Inquiry Information** page appears. As you work on your inquiry, it will be available in the **To-Do** section with the status of “Draft”.

4. Select the **Inquiry Category** from the dropdown list.

5. Select the **Inquiry Topic** from the dropdown list.

6. If a **Sub-category** appears, select an option.

7. Click **Search FAQ**. A list of frequently asked questions appears based on the category and topic you selected.
8. To read the answer, click on the blue question link. The answer appears below the question. To hide the answer, click on the question link again.

**Step 2: Submit an Inquiry (if required)**

If your question has not been answered using the FAQ list, you can submit an inquiry to the Ministry.

1. Click [Create Inquiry]. The **Inquiry Details** page appears.

2. Review the requestor information. If this is incorrect, update your contact information. (See page 9 for details).

3. Select the **Inquiry Category** from the dropdown list.

4. Select the **Inquiry Topic** from the dropdown list.

5. If a **Sub-category** appears, select an option.

6. Type your question / inquiry in the box at the bottom of the page.
   - There is a limit of 4,000 characters. If there is not enough space for your question, you can create a separate document then upload it as a supporting document in step 8.
submitting an inquiry

7. Click **Save & Next**. The **Supporting Documents** page appears.

8. Add supporting document(s) if required. (For details see page 5.)

9. Click **Next**. The **Inquiry Summary** page appears.

10. Click **Show Details**. The sections expand.

11. Review / revise the inquiry information. To make a revision:
    (1) Click **Revise** (2) Make the changes (3) Click the **Inquiry Summary** link.

12. Click **Submit**. A confirmation message appears.

13. Click **Exit**.
    ➢ The inquiry appears in the **Waiting for Response** section with the status of “Under Review”.

**Step 3: Wait for the Ministry Response**

**Introduction**

While waiting for the response, you may be asked for more information. You can also withdraw your inquiry at any time.

**Handling a Request for More Information**

You will receive system-generated email from PARIS. Some notifications are for information purposes only, however some email indicate that action is required. If action is required:

1. From the email, click the blue link. The PARIS login page appears.

2. Log in to PARIS.
3. Open the inquiry in the To-Do section with the “Incomplete” status. The Inquiry Summary page appears.

4. Click . External comments appear for your review and action.

5. Take the appropriate action based on the External Comments.

   Unlocked sections require additional information / or revision. An unlocked section can be identified by the word Revise.

   1) Click Revise. The section opens.
   2) Make the revisions.
   3) Click Save & Next until you land on the Summary page.
   4) Enter your comments to the Ministry. This may include an explanation of the changes you made.

6. Click . The inquiry is in the Waiting for Response section.

**Withdrawing an Inquiry**

1. Access the Inquiry Summary page.

2. Click Withdraw. A confirmation message appears.

3. Click OK.

**Step 4: Review the Ministry Response**

You will receive an email from the system with the Ministry’s response.

1. Click on the link in the email then log in to PARIS.

2. Locate the inquiry:

   ➢ If the inquiry is in the To-Do section:

```
<table>
<thead>
<tr>
<th>To-Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inquiry</td>
</tr>
<tr>
<td>Response Provided</td>
</tr>
</tbody>
</table>
```

   1) Open the inquiry.
   2) Read the response.
   3) You can:
Submit an Inquiry

- Withdraw your inquiry: Click **Withdraw**.
- Close the inquiry: Click **Close-Resolved**.
- Send back a response. Enter a comment, click **Save** then click **Submit**.

➢ **If the inquiry is in the Ministry Decision section** with the status “Closed – Resolved”, the ministry has closed the inquiry. There are no other details provided when an inquiry is closed.

![Ministry Decision Table]

| Business Name Approval | 1
| Inquiry                | 1
| Closed - Resolved      | 1 |
## Appendix: Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AEE</td>
<td>Adult Education Expert/Assessor</td>
</tr>
<tr>
<td>Applicant</td>
<td>An individual or corporation that has applied for registration to operate a private career college</td>
</tr>
<tr>
<td>DEE</td>
<td>Distance Education Expert/Assessor</td>
</tr>
<tr>
<td>Inquiry</td>
<td>The process of an Applicant submitting an Inquiry to the Ministry of Training, Colleges and Universities, Private Career College Branch</td>
</tr>
<tr>
<td>Ministry</td>
<td>Ministry of Training, Colleges and Universities</td>
</tr>
<tr>
<td>PARIS</td>
<td>Program Approval and Registration Information System</td>
</tr>
<tr>
<td>PCC</td>
<td>Private Career College</td>
</tr>
<tr>
<td>PCCA, 2005</td>
<td>Private Career Colleges Act</td>
</tr>
<tr>
<td>PCCB</td>
<td>Private Career Colleges Branch</td>
</tr>
<tr>
<td>PDE</td>
<td>A Program Design Expert is an individual who assisted in the development of the program and did not assess the program</td>
</tr>
<tr>
<td>SME</td>
<td>A Subject Matter Expert is an individual who assisted in the development of the program and did not assess the program</td>
</tr>
</tbody>
</table>