

PARIS
Program Approval and Registration Information System

**Reference Guide
for
Third Party Assessors**

February 2019

Table of Contents

Introduction	1
PARIS Overview.....	1
Assessor Requirements	1
Using this Guide.....	2
Information Not Included	2
Getting Assistance	2
Performing the Basics	3
Logging In to PARIS.....	3
Logging Out.....	3
Working with the Dashboard.....	4
Entering Data	5
Uploading a Document to an Inquiry.....	5
<i>Introduction</i>	<i>5</i>
<i>Uploading an Additional Document</i>	<i>5</i>
<i>Viewing an Uploaded Document</i>	<i>7</i>
<i>Removing an Uploaded Document.....</i>	<i>8</i>
Handling Error Messages	8
Updating Your User Information / Password.....	9
Updating your Personal Information	10
Assessing a Program.....	12
Assessment Basics	12
<i>Understanding an Application Page</i>	<i>12</i>
<i>Withdrawing as an Assessor</i>	<i>13</i>
<i>Unlocking an Application</i>	<i>13</i>
<i>Saving a Draft Assessment.....</i>	<i>14</i>
<i>Assessor Comments to the Applicant.....</i>	<i>14</i>
Performing an Assessment – Step-by-Step.....	16
<i>Process Overview</i>	<i>16</i>
<i>Step 1: Accept / Decline the Invitation.....</i>	<i>16</i>
<i>Step 2: Review the Program.....</i>	<i>18</i>
<i>Step 3: Complete the Assessment Report Questions.....</i>	<i>19</i>
<i>Step 4: Enter your Recommendations.....</i>	<i>21</i>
Submitting an Inquiry	23
Introduction	23
Inquiry Process.....	23
Submitting an Inquiry.....	24
<i>Step 1: Check the List of Frequently Asked Questions (FAQ)</i>	<i>24</i>
<i>Step 2: Submit an Inquiry (if required).....</i>	<i>25</i>
<i>Step 3: Wait for the Ministry Response</i>	<i>26</i>
<i>Step 4: Review the Ministry Response.....</i>	<i>27</i>
Appendix: Glossary	29

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 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

Log in

email

password

Log in

[Forgot password?](#)

New to PARIS?

Register

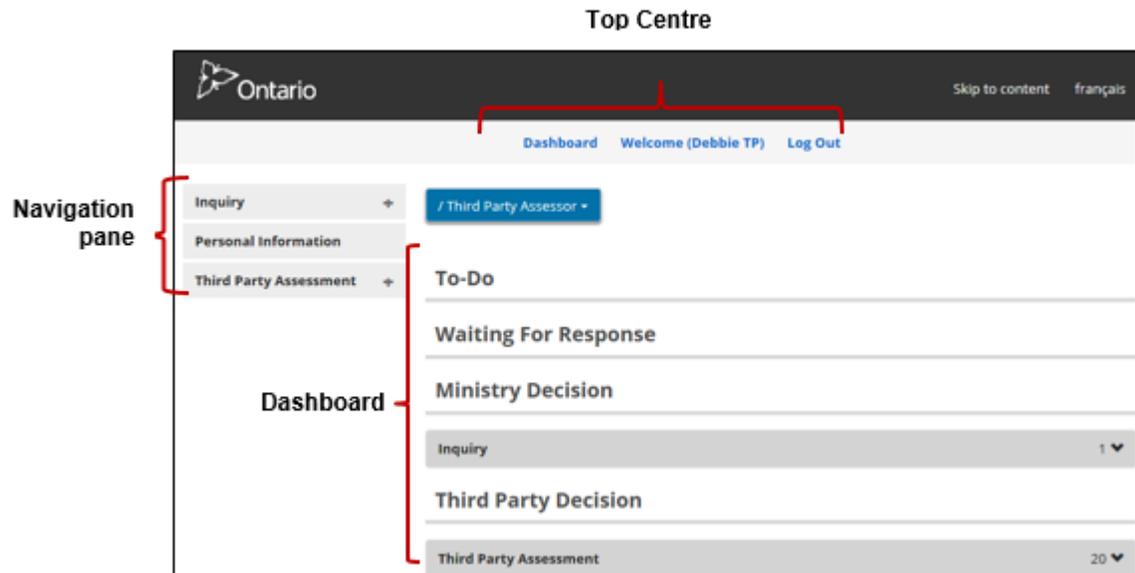
3. Enter your **Email address** and **Password** then click **Log in**. The Dashboard appears.

Logging Out

Click **Log Out**. The **Log in or register** page appears.

Working with the Dashboard

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



(Your page may look different)

- To access the Dashboard from any page click [Dashboard](#).
- **Navigation Pane:** The navigation pane is a list of menu options.
- **Top Centre:** The top centre provides a quick link to the Dashboard and the log out function.
- **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.

- Items in each section are collapsed under a banner.

Third Party Assessment

67 ▼

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:

Campus Location Name: *

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

Selected Action: *

Please select... ▼

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

i 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.

- Click the [Supporting Documents](#) link. The **Supporting Documents** page appears.

External Comments	Submitted By	Submitted Date	Action
<input type="text"/>			<input type="button" value="Save"/>
Supporting Documents			Show Guidelines ▾
Document Type	File Name	Status	Submitted Date
			<input type="button" value="Upload Additional Document"/>

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

Supporting Documents [Show Guidelines](#) ▾

Document Type: *

Description:

File:

- Enter the **Document Type**.
- Enter more information about the document in the **Description** field.
- Click . The **Choose File to Upload** page appears.
- Select the file to be attached then click .
- Click **Save & Return**. The file name appears at the bottom of the table.

External Comments	Submitted By	Submitted Date	Action	
<input type="text"/>			<input type="button" value="Save"/>	
Supporting Documents			Show Guidelines ▾	
Document Type	File Name	Status	Submitted Date	Action
Additional Supporting Document (Inquiry details)	Doc 2.docx	Draft		<input type="button" value="Upload"/>
				<input type="button" value="Upload Additional Document"/>

- Verify that the file has been added to the table.
- If the document is correct, click . The **Supporting Documents** page appears showing the uploaded document.

Supporting Documents		Show Guidelines ▾	
Document Type: *			
<input type="text" value="Inquiry details"/>			
Description:			
<input type="text"/>			
File:			
<input type="text"/>			<input type="button" value="Browse..."/>
Version: V1			
Description:			
<input type="text"/>			
File Name	Uploaded By	Uploaded Date	Action
Doc 2.docx	Ettinger, Tara (Third Party Assessor)	Mar 13, 2018	<input type="button" value="Remove"/>
			<input type="button" value="Cancel"/> <input type="button" value="Save"/> <input type="button" value="Save & Return"/>

- Click .

Viewing an Uploaded Document

- Click the [Supporting Documents](#) link. The **Supporting Documents** page appears.

Supporting Documents				
Document Type	File Name	Status	Submitted Date	Action
Additional Supporting Document (Inquiry details)	Doc 2.docx	Draft		Upload

[Upload Additional Document](#)

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 [X](#).

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.

Version: V1			
Description:			
File Name	Uploaded By	Uploaded Date	Action
Doc 4.docx	Student, S6100 (Student)	Oct 06, 2017	Remove

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.

Provisions are in place to ensure that the program content will be assessed and revised frequently enough to remain current: *

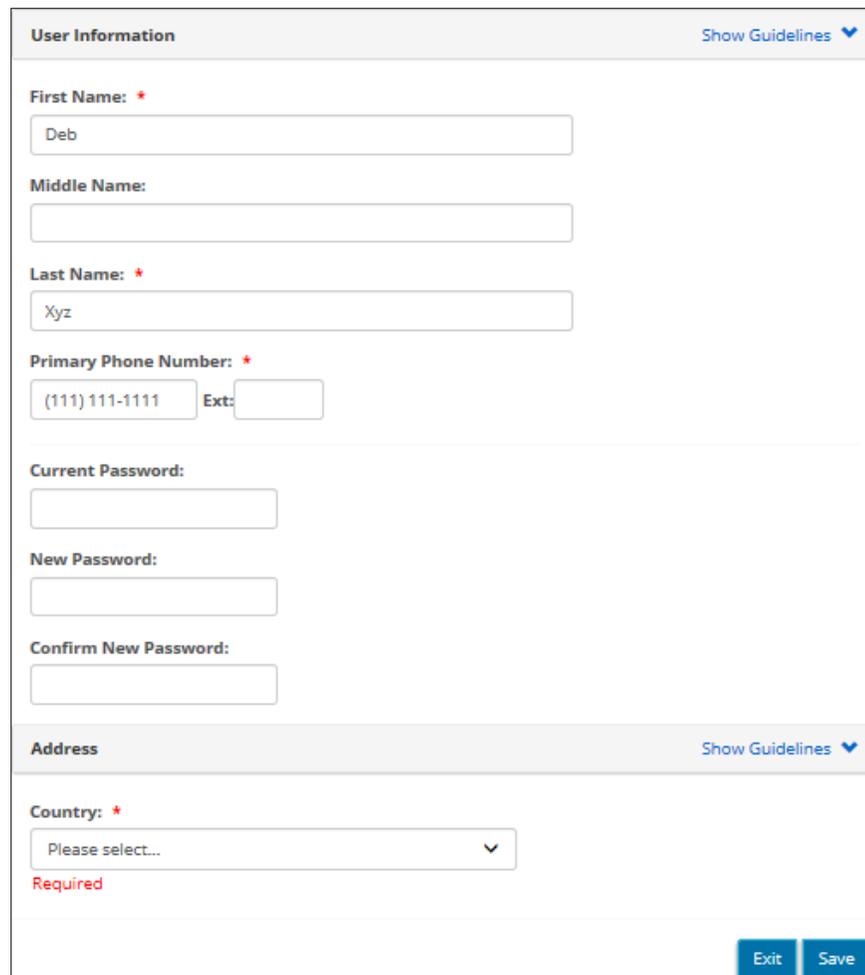
Yes No

Required

Updating Your User Information / Password



1. Click the [Welcome](#) link. The **User Information** page appears.

A form titled 'User Information' with a 'Show Guidelines' link. It contains several input fields: 'First Name' (with a red asterisk) containing 'Deb', 'Middle Name' (empty), 'Last Name' (with a red asterisk) containing 'Xyz', 'Primary Phone Number' (with a red asterisk) containing '(111) 111-1111' and an 'Ext:' field, 'Current Password', 'New Password', and 'Confirm New Password' (all empty). Below is an 'Address' section with a 'Country' dropdown menu (with a red asterisk) showing 'Please select...' and a 'Required' label. At the bottom right are 'Exit' and 'Save' buttons.

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.

Personal Information
Show Guidelines ▾

First Name: *

Last Name: *

Third Party Assessment Type: *

Distance Education Assessment
 Adult Education Assessment
 Subject Matter Assessment

Telephone Number: *

Email Address: *

 ×

Address
Show Guidelines ▾

Country: *

(Partial page sample only)

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.

Evidence of Qualification Show Guidelines ▾			
Document Type	File Name	Upload Date	Action
Resume for Third Party Assessor			Upload
Relevant Credential for Third Party Assessor			Upload
Copy of relevant membership for Third Party Assessor			Upload

- 3.1. Click Upload. The **Supporting Documents** page appears.

Supporting Documents Show Guidelines ▾

Document Type: *
Resume for Third Party Assessor

File:

- 3.2. Click .
- 3.3. Select the document to be uploaded.
- 3.4. Click .
- 3.5. Click . The file name appears in the table.

Version: V1			
File Name	Uploaded By	Uploaded Date	Action
C:\Automation\PARIS\PARIS\test.pdf	Outland, Jon	Dec 01, 2017	<input type="button" value="Remove"/>

- 3.6. Repeat step 3 for each document.
4. Click .

Assessing a Program

Assessment Basics

Understanding an Application Page

The screenshot displays the 'Third Party Assessment' interface. On the left is a navigation pane with a grey background for the 'Summary' section. The main content area shows the assessment details for 'Laurenzo's School of Hair Design Limited / Laurenzo's School of Hair Design' with 'Assessment ID: TPA-664' and 'Status: Assessment in Progress'. Below this is a table of assessment sections, all marked as 'Review Complete'.

Section	Status
Program Details	Review Complete
Vocational Duration, Enrolment and Fees	Review Complete
Admission Requirements	Review Complete
Employment Profile	Review Complete
Program Development and Maintenance	Review Complete
Grading Policies	Review Complete
Resources	Review Complete
List of Subjects	Review Complete
Program Delivery Information	Review Complete
Training Completion Plan	Review Complete
Practicum	Review Complete
Program Supporting Documents	Review Complete
Conflict of Interest	Review Complete
Assessment Report Questions	Review Complete

- 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 **Next** or **Back** 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 . A confirmation message appears.
4. Click . 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:

Status of application	Note
Pending Third Party Review	Click  . The applicant is notified by email.
Under Third Party Review	<ol style="list-style-type: none"> 1. In the Summary page, make a comment in the relevant section then click . Do not to select the <input type="checkbox"/>  checkbox. 2. Click the Assessor Action link. 3. Change the Selected Action to “Additional Information Required”. 4. You can submit the application now, or continue reviewing. When you are ready click  then click . The assessment will appear in the Waiting for Response section with a status of “Assessment Incomplete”.

- 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.



Third Party Assessment		37 ▲
Assessment in Progress		20 ▼
Pending Acceptance to Invite		17 ▼

2. Click the [Assessment in Progress](#) link. A list of all assessments you are working on appears.



Third Party Assessment				37 ▲
Assessment in Progress				20 ▲
Assessment ID	Organization Legal Name	Program Name	Type	
TPA-3031	Debs College 31	Debs Programming 102	Subject Matter Assessment	

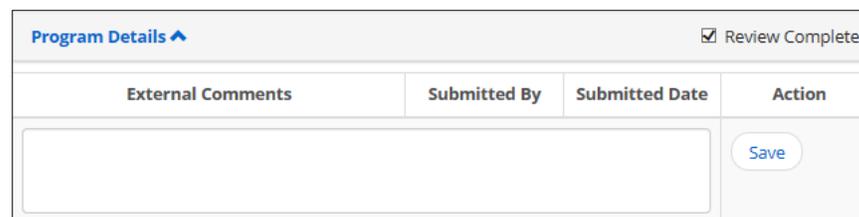
3. Click the **Assessment ID** link to open the assessment.

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



Program Details ▲				<input checked="" type="checkbox"/> Review Complete
External Comments	Submitted By	Submitted Date	Action	
<input type="text"/>			<input type="button" value="Save"/>	

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  .

Editing a Comment

1. Click  .
2. Make the changes.
3. Click  .

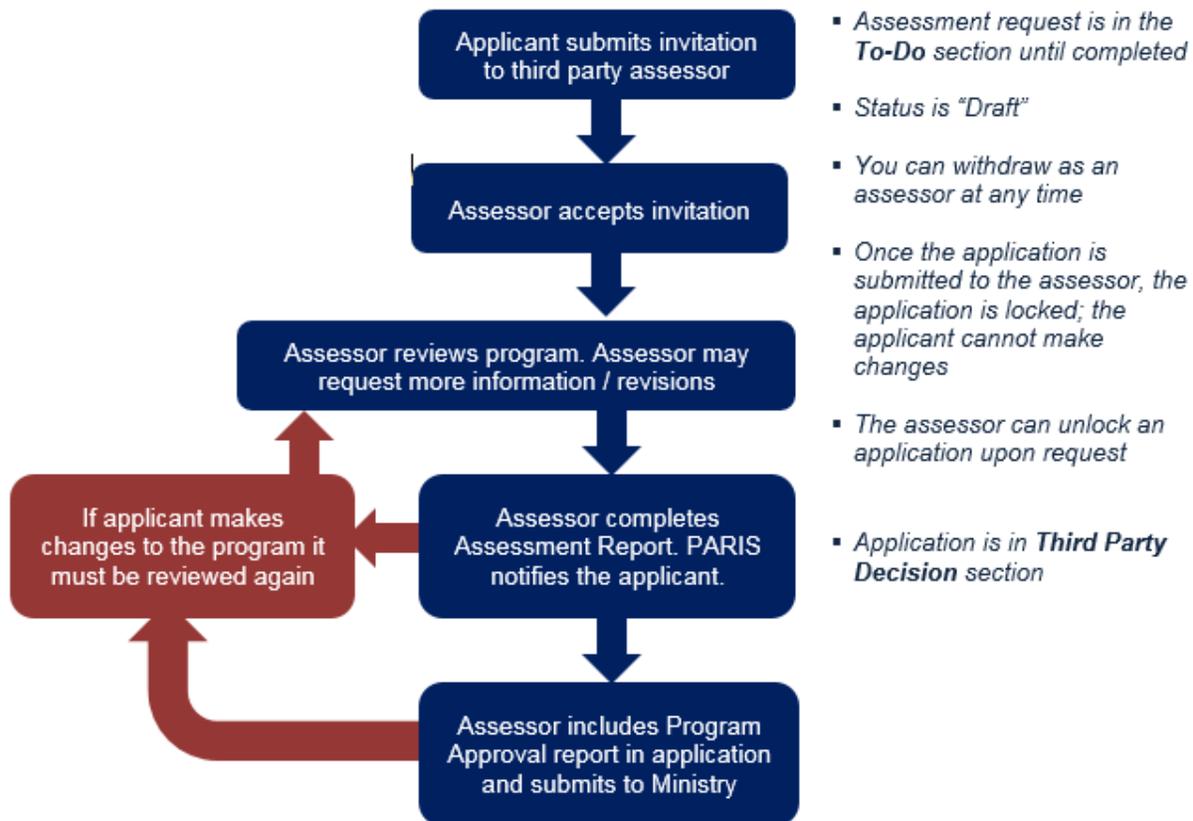
Removing a Comment

- Click  .

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 the third party program assessment process:



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”.

To-Do		
Third Party Assessment 2 ▲		
Pending Acceptance to Invite 2 ▲		
Assessment ID	Program Name	Type
TPA-2305	Deb's Programming for Beginners	Subject Matter Assessment
TPA-2304	Deb's Programming for Beginners	Adult Education Assessment

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

Third Party Assessment / Search Assessment / Invitation Acceptance

Organization: Deb's School /Deb's Campus 1 **Assessment ID:** TPA-2305
Program Name: Deb's Programming for Beginners (Full-Time) **Status:** Pending Acceptance to Invite
Assessment Type: Subject Matter Assessment

Indicate if you will accept or decline to assess the above-noted program for this private career college?
 *

[Accept](#) [Decline](#)

8. **To accept the invitation:**

- 8.1. Click [Accept](#). The **Conflict of Interest** page appears.

Third Party Assessment / Search Assessment / Conflict of Interest

Organization: Deb's School /Deb's Campus 1 **Assessment ID:** TPA-2304
Program Name: Deb's Programming for Beginners (Full-Time) **Status:** Assessment in Progress
Assessment Type: Adult Education Assessment

Program Name:
 Deb's Programming for Beginners

Name of Private Career College:
 Deb's Campus 1

I have read the Conflict of Interest Policy provided in Fact Sheet #3 and confirm that I have no conflict in the reviewing the program application.

Assessor Name:
 Debbie TP

I am authorizing the Ministry to display my name as a qualified program assessor, if approved.

Yes No

Agreed On:

[Back](#) [I Agree](#)

- 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.

Orientation	Third Party Assessment / Search Assessment / Summary	
Inquiry +	Organization: Debs Campus 31-1	Assessment ID: TPA-3031
Personal Information	Program Name: Debs Programming 102 (Full-Time)	Status: Assessment in Progress
Third Party Assessment -	Assessment Type: Subject Matter Assessment	
Search Assessment	<input type="button" value="Show Details"/> <input type="button" value="Create Inquiry"/>	
Invitation Acceptance	Program Details ▼	<input type="checkbox"/> Review Complete
Conflict of Interest	Vocational Duration, Enrolment and Fees ▼	<input type="checkbox"/> Review Complete
Program Details	Admission Requirements ▼	<input type="checkbox"/> Review Complete
Vocational Duration, Enrolment and Fees	Employment Profile ▼	<input type="checkbox"/> Review Complete
Admission Requirement	Program Development and Maintenance ▼	<input type="checkbox"/> Review Complete
Employment Profile	Grading Policies ▼	<input type="checkbox"/> Review Complete
Program Development and Maintenance	Resources ▼	<input type="checkbox"/> Review Complete
Grading Policies	List of Subjects ▼	<input type="checkbox"/> Review Complete
Resources	Program Delivery Information ▼	<input type="checkbox"/> Review Complete
List of Subjects	Training Completion Plan ▼	<input type="checkbox"/> Review Complete
Program Delivery Information	Practicum ▼	<input type="checkbox"/> Review Complete
Training Completion Plan	Program Supporting Documents ▼	<input type="checkbox"/> Review Complete
Practicum	Conflict of Interest ▼	
Program Supporting Documents	Assessment Report Questions ▼	
Assessment Report Questions		
Summary		
Assessor Action	<input type="button" value="Withdraw"/> <input type="button" value="Back"/> <input type="button" value="Exit"/> <input type="button" value="Save"/> <input type="button" value="Save & Next"/>	

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 to 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:**

Document Type	File Name	Status	Submitted Date
Sample Copy of Credential	 Tulips.jpg	Draft	
Labour Market Needs for Employees	Tulips.jpg	Draft	

- 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.

Third Party Assessment / Search Assessment / Summary

Organization: Debs School 20 Assessment ID: TPA-696
 Program Name: Debs Program 14 (Full-Time) Status: Assessment in Progress
 Assessment Type: Subject Matter Assessment

Program Details ▾	<input checked="" type="checkbox"/> Review Complete
Vocational Duration, Enrolment and Fees ▾	<input checked="" type="checkbox"/> Review Complete
Admission Requirements ▾	<input type="checkbox"/> Review Complete
Employment Profile ▾	<input type="checkbox"/> Review Complete
Program Development and Maintenance ▾	<input type="checkbox"/> Review Complete

(Partial screen sample only)

i 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.

Assessor Action [Show Guidelines ▾](#)

Application Status:
Assessment in Progress

Selected Action: *
Please select... ▾

Comments:

History

Date/Time	Action/Event	Comments	Processed By
Dec 12, 2017 14:03 PM	Accept		Outland, Jon (Third Party Assessor)
Dec 12, 2017 13:45 PM	Send Invite		Debman, Deb (Binding Authority)

[Back](#) [Exit](#) [Submit](#)

- Select your recommendation from the **Selected Action** dropdown menu.

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

- Enter **Comments**.
- Click **Submit**. A confirmation window appears.

[Third Party Assessment](#) / [Search Assessment](#) / [Action Confirm](#)

Organization: Deb's School /Deb's Campus 1 **Assessment ID:** TPA-2304
Program Name: Deb's Programming for Beginners (Full-Time) **Status:** Assessment in Progress
Assessment Type: Adult Education Assessment

Application Status:
Assessment in Progress

Selected Action:
Assessment Complete - Meets Requirement

Resulting Status:
Assessment Complete - Meets Requirement

Comments:

Back **Exit** **Confirm**

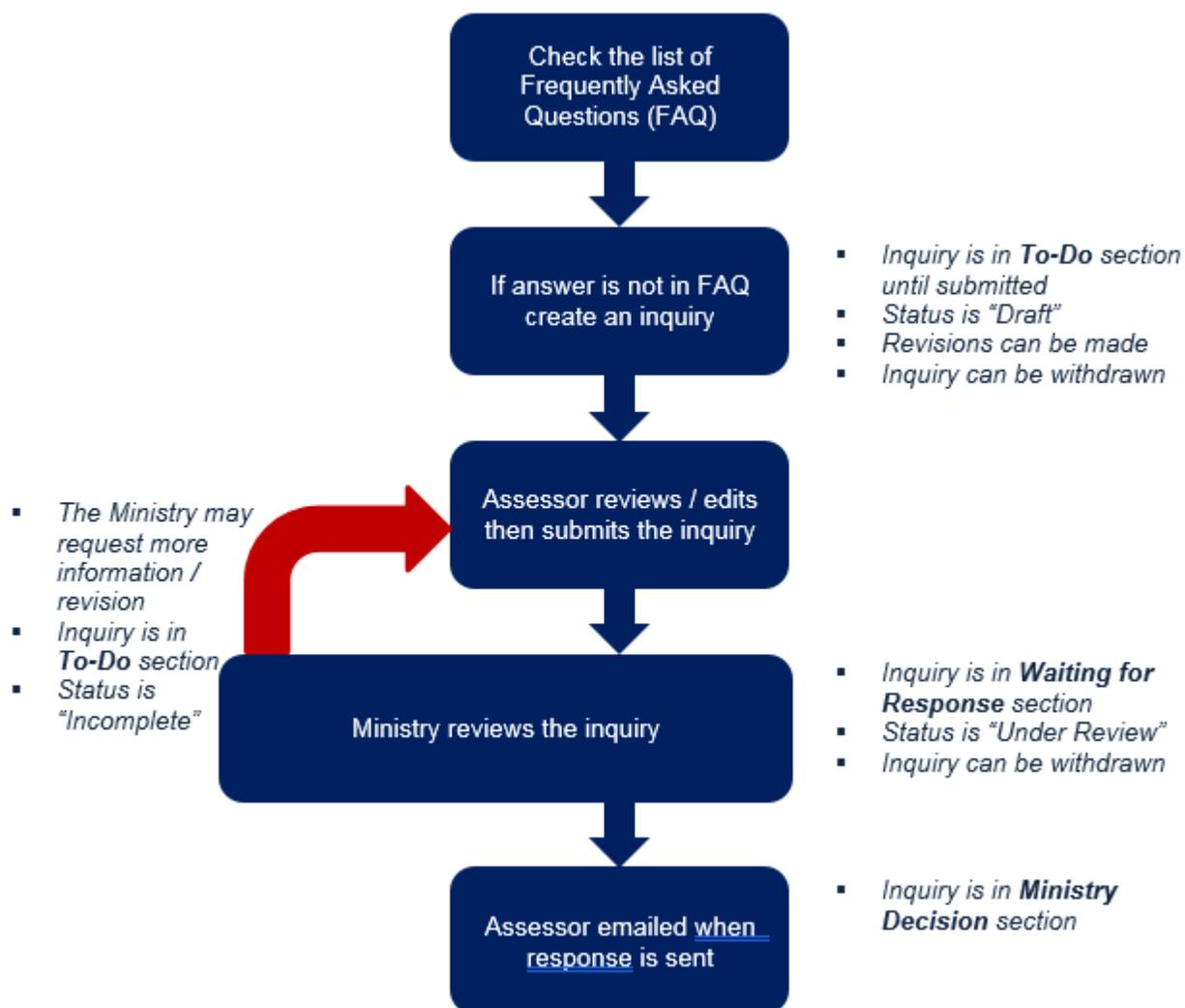
- Click **Confirm**. A confirmation message appears.
- Click **Exit**. The assessment appears in the **Third Party Decision** section

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.

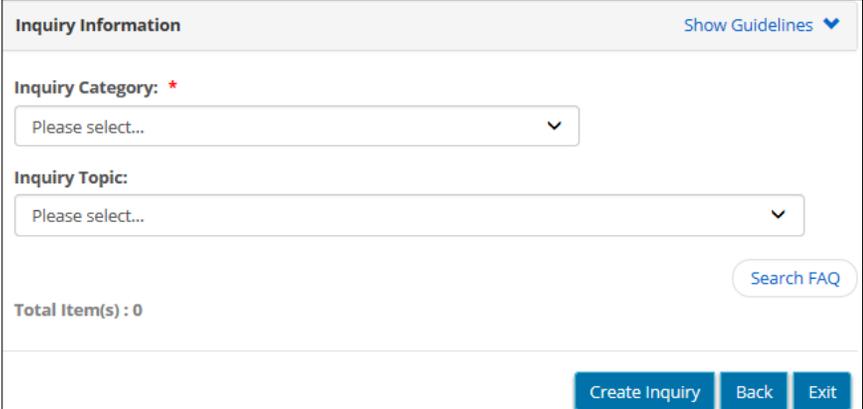
Inquiry Process



Submitting an Inquiry

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

1. Click .
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”.



Inquiry Information [Show Guidelines](#) ▾

Inquiry Category: *

Please select... ▾

Inquiry Topic:

Please select... ▾

[Search FAQ](#)

Total Item(s) : 0

[Create Inquiry](#) [Back](#) [Exit](#)

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.

Inquiry Information
[Show Guidelines](#) ▼

Inquiry Category: *

Training Completion Assurance Fund - For Students
▼

Inquiry Topic:

OSAP
▼

Total Item(s) : 12

FAQ

[How will I pay for my training completion if I'm an OSAP student?](#) ▼

[When and how much will I get for my outstanding OSAP payments?](#) ▼

[What happens to my OSAP if I complete my training at another private career college, where the program's duration or cost is different from my original program?](#) ▼

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.

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  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 . A confirmation message appears.
3. Click .

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:**

To-Do	
Inquiry	1 ▲
Response Provided	1 ▼

- 1) Open the inquiry.
- 2) Read the response.
- 3) You can:

- 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	
Business Name Approval	1 ▼
Inquiry	1 ▲
Closed - Resolved	1 ▼

Appendix: Glossary

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