



NCA SERVICE STANDARDS

The NCA helps Canada's law societies protect the public interest by making sure that anyone who earned their legal education and training outside of Canada or in a Canadian civil law program has the knowledge of Canadian law similar to that offered by an approved Canadian common law degree program. The NCA does this by assessing your academic training and professional experience against a uniform standard, then assigning exams or studies needed to earn a Certificate of Qualification.

The NCA is committed to excellence in the delivery of its services.

General Inquiries

Telephone Standards

When you contact the NCA by phone, you can expect that:

- your call will be answered during local business hours (8:30 a.m. to 5:00 p.m. Eastern Time, Monday to Friday excluding holidays), or directed to voicemail (if available) or an alternate number; and
- your voicemail will be returned within one business day (24 hours).

IMPORTANT NOTICE: *The NCA is not accepting phone calls or responding to voicemail messages by phone at this time due to current remote working arrangements. If an NCA file number or email address is provided in the message, we will respond by email within 10 business days.*

Correspondence Standards

When you contact the NCA by email, you can expect that:

- we will send you an acknowledgement within one business day of receipt; and
- if we need more time to respond to your question or concern, we will send you a notification within 10 business days of receipt.

When you contact the NCA by mail, you can expect that:

- we will send you a reply by email within 10 business days of receipt; and
- if we need more time to respond to your question or concern, we will send you an email notifying you within 10 business days of receipt.

Applications

When you file an application by completing and submitting an online assessment application form, we will send you an automatic electronic confirmation that you should receive within approximately 15 minutes (depending on your internet connection). If you do not receive an automatic electronic confirmation, contact the NCA by email.

Sending Required Documents

When you/your institution send the required supporting documents ("[Required Documents](#)") by mail/courier or electronically, you can expect that:

- if they meet the NCA document requirements, your portal will be updated within 10 business days of receipt; or
- if they are not acceptable, we will send you a notification within 10 business days of receipt.

Once the NCA receives all the required supporting documents for your assessment, we will notify you by email that your file is ready to be assessed.

***IMPORTANT NOTICE:** The NCA is currently processing a high volume of mail due to office closures in response to the COVID-19 pandemic. Processing times may be longer than expected.*

Decisions

Assessment Decisions

If you have filed your completed application form, paid the required fee, and the NCA has received the [Required Documents](#), the NCA will issue an Assessment Decision within 6 to 8 weeks.

***IMPORTANT NOTICE:** The NCA is currently reviewing a high volume of assessments due to office closures in response to the COVID-19 pandemic. Assessment Decision times may be longer than expected.*

Assessment Reviews and Assessment Reconsiderations

You may request an Assessment Review within 30 days of receiving your Assessment Report. The NCA will issue its decision within 15 business days of receipt of the additional information not included in the first application.

You may request an Assessment Reconsideration if you have completed more legal studies since your Assessment Report was issued. The NCA will issue its decision within 15 business days of receipt of the Required Documents.

***IMPORTANT NOTICE:** The NCA is currently reviewing a high volume of reviews and reconsiderations due to office closures in response to the COVID-19 pandemic. Response times may be longer than expected.*

Other Requests

Course Approval

If you are planning to take law school courses to meet your NCA Assessment requirements, you must seek NCA approval prior to starting the course. You can submit your course plan to the NCA by email. The NCA will issue its decision within 15 business days.

Transcript Reviews following Assessment

After completing law school courses to meet your NCA Assessment requirements, transcripts must be sent to the NCA by the issuing institution for review. The NCA will review the documents and issue its decision within 10 business days of receipt of the transcripts.

Returning Original Documents

The NCA will accept original pre-law university transcripts. If you want us to return your pre-law university transcripts, please include a copy of them along with the originals. We will keep the copies and return the originals to you via registered mail within 8-12 weeks from the date your assessment is issued.

Forwarding Documents

You may request that a copy of your documents on file be sent to a law society or educational institution. The NCA will forward your documents within 15 business days of receipt of the request.

Request for Certificate of Qualification and Notification of Law Societies

After you have successfully completed all of your requirements, you can make a request for your Certificate of Qualification through your portal. Once we have verified that you have completed all of your NCA requirements, the law society(s) you indicated on the form will be notified by email within 10 business days. Depending on the number of requests received, your original Certificate will be mailed to you, and a digital copy will be sent to the law society(s) within 3-6 weeks from the date of your request.

Performance Review

The NCA, on an on-going basis, informally reviews the quality of its services relative to the service standards in order to identify opportunities for service improvement.