

6. In order to obtain the title of certified interpreter, the person shall complete the supervised initiation program for professional practices (SIPPP) in interpretation whose components and objectives are as follows:

a) The program is organized and supervised by the Ordre.

b) It may take place over a six (6) month period.

c) The objective is to allow a translation certification candidate to take advantage of the advice and supervision of an experienced translator, hereafter known as the mentor, who will assist the candidate in integrating professional standards, rules, tools and responsibilities along with university acquired skills into the context of professional practice.

d) In the course of regularly scheduled meetings, the mentor meets with the candidate in a sound-proof booth, observes his performance during practice laboratory sessions or during real sessions and discusses with him all aspects of the professional act, suggests to him subjects for further thinking about the practice, answers his questions and draws conclusions on the meeting, recorded progress and improvement to be made.

e) At the end of the program, the mentor makes an assessment of the candidate's aptitude to practice the profession in accordance with recognized standards and formulates a recommendation for the Committee. The Committee shall receive the recommendation within the month following the end of the program.

f) Within three months following the end of the process, the Committee files the favourable recommendations with the Bureau.

DIVISION III EQUIVALENCE OF SUPPLEMENTAL CONDITIONS

7. The holders of a recognized diploma, an equivalence of a diploma, with an experience of two years on a full-time basis, are not subject to the conditions set forth under sections 4, 5 or 6, in accordance with the title applied for, since their experience counts therefor.

8. The holders of a recognized diploma, an equivalence of a diploma or an equivalence of training, along with experience, whose candidacy application exemplifies exceptionally rich professional work and successes may benefit from an equivalence of supplemental conditions, at the discretion of the Bureau, upon recommendation from the Committee.

Draft Regulation

Consumer Protection Act
(R.S.Q., c. P-40.1)

Sale of prearranged funeral services and sepultures by itinerant merchants — Extended voluntary undertaking

Notice is hereby given, in accordance with sections 10 and 11 of the Regulations Act (R.S.Q., c. R-18.1), that, upon the expiry of 45 days following this publication, the Government may, by order, extend, for the whole territory of Québec, the voluntary undertaking whose text appears below to all sellers within the meaning of section 1 of the Act respecting prearranged funeral services and sepultures (R.S.Q., c. A-23.001).

The voluntary undertaking includes rules of conduct concerning practices not specifically governed by the Act respecting prearranged funeral services and sepultures.

That voluntary undertaking, given by thanatologists using itinerant sale, prohibits in particular the solicitation of contracts in hospitals, reception centres or other health or social services institutions, as well as the use of pressure, intimidation or harassment, solicitation by telephone and, finally, any visiting without prior authorization.

To date, study of the matter has revealed a positive impact on businesses and consumers.

Further information may be obtained by contacting:
Mr Daniel Gignac, advocate
Office de la protection du consommateur
400, boulevard Jean-Lesage, bureau 450,
Québec (Québec)
G1K 8W4
Phone: (418) 643-1484
Fax: (418) 643-8686.

Any interested person having comments to make on this matter is asked to send them in writing, before the expiry of the 45-day period, to the Office de la protection du consommateur, 400, boulevard Jean-Lesage, bureau 450, Québec (Québec), G1K 8W4, for the attention of the President of the Office.

ANDRÉ BOISCLAIR,
*Minister of Relations with the Citizens and
Immigration*

Voluntary undertaking

For the purpose of offering buyers of prearranged funeral services and sepultures the highest standards of quality, professionalism, integrity and ethics in strict compliance with the Act, THE SELLER UNDERTAKES AS FOLLOWS:

RULES RESPECTING OPERATIONS

- 1.** When meeting a consumer or talking with him on the telephone, the seller or his representative shall identify himself and the firm for which he works.
- 2.** The seller or his representative shall always carry an identification card bearing his photograph, his name and the name and address of the firm for which he works; he shall show it if a consumer so requests.
- 3.** Before visiting a consumer's domicile or residence, the seller or his representative shall obtain his specific authorization at least 24 hours in advance.
- 4.** Any visit by the seller or his representative to the domicile or residence of a consumer shall be of reasonable duration, depending on the particular circumstances of each case, and shall not last more than 2 hours; it shall take place between 9:30 a.m. and 10:00 p.m.
- 5.** The seller or his representative shall leave the domicile or residence of a consumer immediately when requested to do so, directly or indirectly, or as soon as the consumer expresses his intention not to enter into a contract.
- 6.** When making his representations to a consumer, the seller or his representative may use only verifiable and reasonable financial arguments, so as not to contravene the provisions of section 220 of the Consumer Protection Act (R.S.Q., c. P-40.1). In particular, the seller or his representative shall not suggest to the consumer that it would be advantageous for him to enter into a contract and shall not speculate on changes in prices.
- 7.** All relevant information shall be given to the consumer in language readily understood by him and suited to the particular circumstances of each case.
- 8.** In all cases, the seller shall give the consumer the cancellation form provided for in Schedule I to the Act respecting prearranged funeral services and sepultures. The seller shall also give the consumer all explanations necessary for him to understand the nature of that form without suggesting in any way that the form may be useful or may be destroyed.

9. In all cases, the seller or his representative shall encourage the consumer to send a copy of the prearrangement contract to a third person, in accordance with section 6 of the Act respecting prearranged funeral services and sepultures.

PROHIBITED PRACTICES

- 10.** No soliciting shall be carried out nor shall any prearrangement contract be entered into hospitals, reception centres, senior citizens' homes or other similar institutions, except at the express request of the persons solicited or the holder of their power of attorney.
- 11.** No soliciting shall be carried out using lists of persons who have stayed in hospitals, reception centres, senior citizens' homes or other similar institutions, except at the express request of the persons solicited.
- 12.** No soliciting shall be carried out with respect to a person who is known to have recently lost a family member or someone with whom he had close ties, or with respect to a person who is ill or his family or relatives, except at the initial express request of the persons solicited.
- 13.** No soliciting or entering into of a prearrangement contract shall be subject to the granting of a gift or the granting of a particular advantage.
- 14.** During the year following the cancellation of a contract, the seller or his representative shall not communicate with the consumer who cancelled his contract, except for administrative purposes related to issuing the consumer a refund in accordance with the provisions of the Act respecting prearranged funeral services and sepultures.
- 15.** No consumer shall be pressured, intimidated or harassed. Any seller or representative who does not immediately leave a consumer's domicile or residence when requested to do so or who, by any means whatsoever, communicates or attempts to communicate with that consumer during the year following the consumer's signifying his firm intention not to enter into a contract is deemed to contravene this section.

16. No consumer shall be solicited by telephone unless he makes an express request in advance.

PROFESSIONAL TRAINING

17. The seller shall train his representatives and shall not issue identification cards to them until they have attained the required degree of professionalism.

18. The seller's representatives shall be informed of the content of this voluntary undertaking during their professional training.

19. The seller shall verify the quality of his representatives' work without giving prior notice, in such a way as to ensure compliance with the rules set out in this voluntary undertaking.

SANCTIONS

20. A proper inquiry shall be conducted immediately upon receipt of a consumer complaint pertaining to any of the provisions of this voluntary undertaking.

21. The appropriate sanctions shall be taken against any person who contravenes a provision of this voluntary undertaking.

22. All actions taken by the Seller's representatives shall incur the Seller's civil liability. In particular, but not restrictively, the Seller agrees to reimburse a consumer in full where a provision of this voluntary undertaking is contravened in respect of that consumer.

FINAL PROVISIONS

23. Failure by the Seller or by his representatives or assigns to honour their obligations under this voluntary undertaking constitutes a contravention of paragraph *d* of section 277 of the Consumer Protection Act (R.S.Q., c. P-40.1).