

AILA Paralegals Online Course

~ Course Outline ~

MODULE 1: BASICS

CORE MATERIALS

- **Video:** Welcome– *Speaker: Lisa Helen York, NSC Liaison Committee Chair/Paralegals Online Course Committee Chair, Englewood, CO*
- **Reading:** How to Take This Course
 - Different Attorneys and Firms Have Different Preferences
 - Choose Someone in Your Office to Review Coursework
 - A Note on Unauthorized Practice of Law (UPL)
- **Reading:** Key Definitions and Concepts
- **Video:** Mastering the Language of Immigration Law – *Speaker: James W. Austin, AILA NBC Liaison Committee Chair/Paralegals Online Course Committee, Kansas City, MO*
 - Exact Language Avoids Errors
 - “Terms of Art”
 - Common Terms and Acronyms
 - Everyone in the United States Has an Immigration Category
 - U.S. Citizens
 - Immigrants
 - Nonimmigrants
 - Others
- **Document:** Categories of Most Persons in the U.S. Chart
- **Video:** Description of Practice Areas: Humanitarian and Family – *Speaker: Ally Bolour, AILA Board of Governors, Los Angeles, CA*
 - Asylum, Temporary Protected Status (TPS), Deferred Action for Childhood Arrivals (DACA)
 - Family Immigrants
 - Naturalization
- **Video:** Description of Practice Area: Business – *Speaker: Cora Tekach, Paralegals Online Course Committee, Washington, DC*
 - Nonimmigrant Categories
 - Immigrant Categories
 - Investors
- **Video:** Description of Practice Area: Removal and Deportation Relief – *Speaker: Jeremy L. McKinney, AILA Secretary, Greensboro, NC*
 - Immigration Court Practice
 - Common Forms of Relief
- **Reading:** Agencies That Affect Immigration Law
- **Video:** The Main U.S. Government Agencies Involved with Immigration – *Speaker: Cynthia B. Rosenberg, Baltimore, MD*
 - U.S. Department of Homeland Security (DHS)
 - U.S. Citizenship and Immigration Services (USCIS)
 - U.S. Immigration and Customs Enforcement (ICE)
 - U.S. Customs and Border Protection (CBP)
 - U.S. Department of State (DOS)
 - U.S. Department of Labor (DOL)
 - Board of Alien Labor Certification Appeals (BALCA)

- U.S. Department of Justice (DOJ)
 - Executive Office for Immigration Review (EOIR)

SUPPLEMENTAL MATERIALS

MODULE 2: ETHICS AND PROFESSIONALISM

CORE MATERIALS

- **Reading:** Ethical Issues for Immigration Lawyers
- **Video:** Unauthorized Practice of Law – *Speaker: Leslie Tuttle Ditrani, Boston, MA*
 - American Bar Association (ABA) Model Rule 5.3
 - Limitations on Paralegal Work
 - Lawyer’s Duty Not to Assist in UPL
 - Paralegal Training and Education
- **Reading:** AILA Ethics Compendium – LIVE: Model Rules 5.5, 1.7, and 1.5
- **Video:** Client Confidentiality – *Speaker: Kenneth Craig Dobson, AILA Ethics Committee Vice Chair, New York, NY*
 - ABA Model Rules 1.6 and 1.10
 - Using Email, Instant Messaging, and Social Media
 - The Health Insurance Portability and Accountability (HIPAA) and Protected Health Information (PHI)
- **Video:** Files and Document Controls – *Speaker: Kirby Gamblin Joseph, Denver, CO*
 - ABA Model Rule 1.15
 - Client as the Owner of the File
- **Video:** Fees, Payments, and Interest on Lawyer Trust Accounts (IOLTAs) – *Speaker: Alan B. Goldfarb, AILA Ethics Committee Chair, Minneapolis, MN*
 - Fiduciary Responsibility
 - Limits on Fee Sharing
 - Interest on Lawyers Trust Accounts (IOLTAs) Primer for Paralegals
- **Video:** Conflicts of Interest – *Speaker: Allen Orr, AILA Treasurer, Washington, DC*
 - ABA Model Rules 1.7 and 1.8 for Current and Former Clients
 - Conflicts Checks
- **Video:** Case Management – *Speaker: Jodi Goodwin, Harlingen, TX*
 - Duty to Keep Clients Informed
 - Calendaring Controls
- **Video:** Responsibilities as a Pro Bono/Volunteer – *Speaker: Alex Alvarado, Paralegal, Englewood, CO*
 - Restrictions on Advertising
 - Responsibility to Identify
- **Video:** Paralegals – A Critical Part of a Detained Removal Dream Team– *Speaker: Aminta Menjivar, Paralegal, Denver, CO*
- **Video:** Being a Translator – *Speaker: Alex Alvarado, Paralegal, Englewood, CO*
 - Responsibility to Identify as a Non-Lawyer
 - Limiting Role as a Translator vs. Paralegal

SUPPLEMENTAL MATERIALS

- **Video:** "Role of the Paralegal" Session from AILA Paralegals Webcast 2017
- **Reading:** Conflicts of Interests and Waivers in Family Practice
- **Reading:** AILA Ethics Compendium

- All course materials are subject to change –

- Listed speaker affiliations are based on the 2017-2018 committee year. -

MODULE 3: RESEARCH SKILLS

CORE MATERIALS

- **Video:** Legal Research 101 – *Speaker: Ira J. Kurzban, AILA Author, Kurzban’s Immigration Law Sourcebook, AILA Past President, Miami, FL*
 - Primary vs. Secondary

Government Agency Websites

- **Video:** Navigating the USCIS Website – *Speaker: Tracie L. Klinke, AILA Georgia-Alabama Chapter Chair/Membership Committee Chair, Marietta, GA*
 - Forms, Filing Locations, Fees, and Instructions
- **Video:** Navigating the EOIR Website – *Speaker: Sarah Weston Hayes Owings, AILA Board of Governors/EOIR Liaison Committee, Atlanta, GA*
 - Forms, Filing Locations, Fees, and Instructions
- **Video:** Navigating the DOL Website – *Kevin W. Miner, AILA Board of Governors/DOL Liaison Committee, Atlanta, GA*
 - Forms, Filing locations, Fees, and Instructions
- **Video:** Navigating the DOS Website – *Speaker: Allen Orr, AILA Treasurer, Washington, DC*
 - Visa Bulletin
 - Consular Visa Instructions
 - Fee

Additional Resources

- **Video:** Immigration Law Software – *Speaker: Reid Trautz, AILA Director of Practice and Professionalism, Washington, DC*
- **Video:** AILALink – *Speaker: Sarah Loor, AILA Online Legal Publishing Specialist, Washington, DC*
- **Reading:** What's the Difference Between AILA’s Website, Fastcase, and AILALink/Fastcase Premium?
- **Video:** InfoNet – *Speaker: Laura Embry-Lowry, AILA Online Editorial Associate, Washington, DC*

SUPPLEMENTAL MATERIALS

MODULE 4: HUMANITARIAN AND ASYLUM

CORE MATERIALS

- **Reading:** Asylum and Related Claims for Relief
- **Video:** Definition of Refugee [INA §101(a)(42)] – *Speaker: Jonathan Willmoth, Kansas City, MO*
 - “Outside of Country of Residence ...”
 - “Unable to Avail Themselves of Protection ...”
 - “Well-Founded Fear of Persecution ...”

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- On Account of Race, Religion, Nationality, Political Opinion, Particular Social Group, and Coercive Population Control Programs
 - Distinguishing Refugees from Asylees
 - “Asylum,” Not “Political Asylum!”
- **Video:** What Is a “Particular Social Group?” – *Speaker: Dree K. Collopy, AILA Author, AILA's Asylum Primer, 7th Ed., AILA Asylum and Refugee Committee Chair, Washington, DC*
 - Immutable Characteristics
 - Family Relationship
 - Domestic Violence
 - Sexual Orientation
 - Gang-Related Claims
- **Video:** Withholding of Removal and CAT – *Speaker: Lisa R. Green, Boulder, CO*
 - Distinguishing Withholding from Asylum
 - CAT
- **Video:** The Role of a Paralegal in Documenting the Claim – *Speaker: Dree K. Collopy, AILA Author, AILA's Asylum Primer, 7th Ed., AILA Asylum and Refugee Committee Chair, Washington, DC*
 - Affidavits
 - The REAL ID Act
 - Country Reports
 - Use of Experts and Forensic Evidence
 - Other Sources of Evidence
 - Working with Clients Who Have Post-Traumatic Stress Disorder (PTSD)

Deferred Action

- **Video:** DACA – *Speaker: Alex Alvarado, Englewood, CO*
 - Eligibility Requirements
 - Current Status of DACA
 - The Dream Act and Other Legislative Updates
- **Video:** Military Parole in Place – *Speaker: Margaret Deborah Stock, AILA Author, Immigration Law & the Military, 2nd Ed., Anchorage, AK*
 - What Is “Parole in Place?”
 - How Does It Work?
 - Update on the Current Situation
- **Video:** TPS – *Speaker: James W. Austin, AILA NBC Liaison Committee Chair/Paralegals Online Course Committee, Kansas City, MO*
 - Purpose, Scope, and Countries Covered
 - Initial Registration and Re-Registration Process
- **Document:** Temporary Protected Status Countries as of 6/1/18 List
- **Video:** Violence Against Women Act (VAWA) – *Speaker: Robin Dalton, AILA VAWA, Us, and Ts Committee Co-Chair, Madison, WI**
 - Requirements for VAWA
 - Inadmissibility Issues
 - I-360 Petition and Request for Evidence (RFE) Trends
- **Video:** Special Immigrant Juvenile Status (SIJS) – *Speaker: Annaluisa Padilla, AILA President, La Habra, CA*
 - Process for State Orders
 - I-360 Petition and RFE Trends
 - Visa Backlogs and the Effects on Clients in Proceedings
- **Video:** U and T Visa Overview – *Speaker: Alyssa C. Reed, Denver, CO*
 - Requirements for U visas
 - Requirements for T visas

- Inadmissibility Issues
- Obtaining Law Enforcement Certificates

SUPPLEMENTAL MATERIALS

- **Reading:** The Art of Crafting Viable Social Groups
- **Reading:** Practice Alert: AG Sessions Issues *Matter of A-B-*, Overruling *Matter of A-R-C-G-*
- **Video:** "Asylum Panel" Session from AILA Paralegals Webcast 2017
- **Document:** Neufeld Memo 03-24-09 (SIJS-Related Memo)
- **Document:** USCIS response 06-06-11 (SIJS-Related Memo)
- **Document:** Yates memo 05-27-04 (SIJS-Related Memo)
- **Reading:** Stars and Stripes – Military Immigration Issues
- **Reading:** "Practice Pointer - Understanding the 11-15-13 Policy Memorandum on Parole of Certain Military Family Members," AILA Doc. No. 13121041

MODULE 5: FAMILY IMMIGRATION

CORE MATERIALS

- **Reading:** Family-Sponsored Immigration
- **Video:** The Relative Petition Categories – *Speaker: Cynthia B. Rosenberg, Baltimore, MD*
 - Immediate Relatives, FB-1 Through FB-4, and Fiancée
 - Self-Petitions
 - Widows, Widowers, and Surviving Relatives: Basic Overview
 - Amerasians
 - Brief Mention of VAWA
- **Video:** Petitioner Status and Familial Relationship Evidence – *Speaker: Cora Tekach, Paralegals Online Course Committee, Washington, DC*
 - All Petitions
 - *Foreign Affairs Manual* (FAM)
 - Stepchildren
 - Children Born Out of Wedlock
 - Adopted and Orphaned Children
- **Reading:** Bona Fides of a Marriage
 - Different Burdens of Persuasion
 - Documentation
- **Reading:** Representing Clients in Nontraditional Marriages: Overcoming Biases
- **Video:** Relative Petition Process – *Speaker: Cora Tekach, Paralegals Online Course Committee, Washington, DC*
 - Commonly-Used Forms: I-130, I-130A, and I-129F
 - Filing Outside of the United States
 - Brief Discussion of Concurrent Filings
- **Video:** Conditional Permanent Resident, Removal of Conditions, and Waivers of the Joint Filing Requirements – *Speaker: Bernadette McGuire, Englewood, CO*
 - Conditional Residence vs. Permanent Residence
 - Petition to Remove Conditional Status on Residence (I-751)
 - The Waiver Options
 - Evidence of the Basis for the Waiver

Grounds of Inadmissibility

- All course materials are subject to change –

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- **Video:** General Explanation of Grounds of Inadmissibility – *Speaker: James W. Austin, AILA NBC Liaison Committee Chair/Paralegals Online Course Committee, Kansas City, MO*
- **Document:** Waivers Chart
- **Document:** Inadmissibility Chart
- **Video:** Unlawful Presence – *Speaker: Kelli Jo Stump, AILA EOIR Liaison Committee Chair, Oklahoma City, OK*
 - Provisional Unlawful Presence Waiver
 - Qualifying Relatives
 - Hardship Factors and Tips
- **Video:** Other Waivers – *Speaker: Laurel Scott, Philadelphia, PA*

SUPPLEMENTAL MATERIALS

- **Video:** "Marriage Based Legal Concepts" Session from AILA Paralegals Webcast 2017
- **Video:** "Marriage-Based Practicum" Session from AILA Paralegals Webcast 2017

MODULE 6: COMMON NONIMMIGRANT VISAS

CORE MATERIALS

H-1B Visas

- **Reading:** H-1B Nonimmigrants
- **Video** - Basics of H-1B Visas - *Speaker: Lisa Helen York, AILA NSC Liaison Committee Chair/Paralegals Online Course Committee Chair, Englewood, CO*
 - H-1B Requirements
 - Definition of “Specialty Occupation”
 - The Occupational Information Network (O*Net), the *Occupational Outlook Handbook* (OOH), and Other Sources
 - Employer and Beneficiary Qualifications
 - Employer/Employee Relationship
 - Numerical Cap
- **Video** - Filing an H-1B Petition – *Speaker: Allyson O’Leary, Paralegal, Portland, OR*
 - Process
 - Forms, Fees, and Where to File
 - Labor Condition Application (LCA)
 - Form ETA 9035
 - Prevailing Wage Obligations
 - Using the Occupational Employment Statistics (OES) Online Wage Data and Private Surveys
- **Video:** Maintaining H-1B Status and Employer Obligations – *Speaker: William A. Stock, AILA Immediate Past President, Philadelphia, PA*
 - When to File an Amended Petition
 - Creating and Maintaining a Public Access File
 - Site Visits
 - Duration of Stay/Six-Year Limit/American Competitiveness in the 21st Century Act of 2000 (AC21)/Recapture
- **Video:** Case Management – *Speaker: Susan S. Im, AILA USCIS Service Center Operations Liaison Committee Vice Chair, Grand Rapids, MI*

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- Calendaring, Deadlines, and Checklist
- Fees: Including Responsible Parties for Filing Fees
- **Document:** Checklist for H-1B Applications

L-1 Visas

- **Reading:** The Evolving Landscape of L-1 Practice--The Impact of COVID-19 and New Policies Under the Biden Administration
- **Reading:** Oh, Where Are the Good Old Times? Trying to Be an L-1 Intracompany Transferee
- **Video** - Basics/Definitions – *Speaker: Jonathan Grode, AILA Law Student Outreach Committee Chair/Paralegals Online Course Committee, Philadelphia, PA*
 - Qualifying Corporate Relationships
 - Qualifying Employment Abroad
 - Managerial vs. Executive (L-1A)
 - Specialized Knowledge (L-1B)
- **Video** - Preparing/Filing an L-1 Petition – *Speaker: Sheila Mahadevan, AILA New Members Division Steering Committee Chair, Washington, DC*
 - Blanket vs. Individual L-1 Petitions
 - I-129 and Supplements
 - I-129S
- **Video:** H-1B1 Singapore/Chile and E-3 Australia – *Speaker: Yuah Jessica Choi, Philadelphia, PA*
 - Requirements
 - Process
- **Video:** TN-1/TN-2 – *Speaker: Jerome G. Grzeca, Milwaukee, WI*
 - Requirements
 - North American Free Trade Agreement (NAFTA) Occupations
 - Process

SUPPLEMENTAL MATERIALS

- **Video:** "H-1B Legal Concepts" Session from AILA Paralegals Webcast 2017
- **Video:** "L-1 Legal Concepts" Session from AILA Paralegals Webcast 2017
- **Video:** "H-1B and L-1 Practicum" Session from AILA Paralegals Webcast 2017
- **Reading:** E-1 and E-2 Nonimmigrants
- **Video:** "J-1 Program Sponsorship" Session from AILA Paralegals Webcast 2017
- **Reading:** O Nonimmigrants

MODULE 7: EMPLOYMENT-BASED PERMANENT RESIDENCE

CORE MATERIALS

Overview of Employment-Based Preference Categories

EB-1 Visa

- **Video:** Individuals of Extraordinary Ability – *Speaker: Neena Dutta, AILA Board of Governors/USCIS Service Center Operations Liaison Committee Chair, New York, NY*
 - Brief Overview of Criteria
 - *Matter of Kazarian:* Two-Part Analysis
- **Video:** Outstanding Researchers and Professors – *Speaker: Ari Sauer, AILA Paralegal Online Course Committee, Memphis, TN**
 - Brief Overview of Criteria

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- *Matter of Kazarian: Two-Part Analysis*
- **Video:** Multinational Managers and Executives – *Speaker: Jonathan Grode, AILA Law Student Outreach Committee Chair/Paralegals Online Course Committee, Philadelphia, PA*
 - Brief Overview of Criteria

EB-2 Visa

- **Video:** National Interest Waivers (NIWs) – *Speaker: Lisa Helen York, NSC Liaison Committee Chair/Paralegals Online Course Committee Chair, Englewood, CO*
 - Brief Overview of Criteria
 - The New Standard (*Matter of Dhanasar*) vs. the Old Standard (*Matter of New York State Department of Transportation* (NYSDOT))
- **Reading:** Employment-Based Immigration – The First Three Preferences
- **Video:** Advanced Degree – *Speaker: Jeffrey Zimskind, Allentown, PA**
 - Definition of Master’s or Equivalent
 - Three-Year Bachelor’s Degrees
 - Credential Evaluations and The Electronic Database for Global Education (EDGE)

EB-3 Visa

- **Video:** Religious Workers and Other Special Immigrants – *Speaker: Scott D. Pollock, Chicago, IL*
 - Criteria for Religious Workers
 - Other Workers
- **Reading:** EB-5 Immigrant Investor Program
- **Reading:** "The EB-5 Visa Program: What It Is and How It Works" (2016), AILA Doc. No. 16020207
- **Reading:** The New Normal of Representing EB-5 Investors in 2020

PERM (Program Electronic Review Management System)

- **Video:** Overview of PERM Process – *Speaker: Lisa Helen York, AILA NSC Liaison Committee Chair/Paralegals Online Course Committee Chair, Englewood, CO*
 - Three Steps to Permanent Residence: Labor Certification, I-140, and I-485
 - Labor Certification
 - (1) Pay Prevailing Wage (PW)
 - (2) Not Stealing Job from Qualified, Able, or Willing U.S. Citizen (USC)/Other Authorized Worker
 - I-140 – Employer Ability to-Pay/Beneficiary Qualified for Position
 - I-485 – Prior Immigration Violations, Medical, Security Checks, Criminal Issues
- **Document:** Overview of EB Permanent Residence through Labor Certification
- **Video:** Preparing for the I-140: Documenting an Employee’s Educational Background and Work Experience – *Speaker: Neena Dutta, AILA Board of Governors/USCIS Service Center Operations Liaison Committee Chair, New York, NY*
 - Documenting the Employee Meets the Educational Requirements
 - Documenting Training and Experience Requirements
 - Brief Introduction to Degree Equivalency Issues
- **Document:** PERM Prefiling Diagram
- **Video:** Recruitment – *Speaker: Tiffany Martinez, AILA New Members Division Steering Committee, San Francisco, CA*
 - Professional vs. Non-Professional

- Recruitment Steps: Job Order, General, Alternative
- Drafting and Placing the Advertisements
- Notice of Filing and In-House Media
- Timing and Tracking Deadlines
- Preparing the Recruitment Report and Audit File
- **Video:** Post-Filing Issues, Including Audit Notifications – *Speaker: Neena Dutta, AILA Board of Governors/USCIS Service Center Operations Liaison Committee Chair, New York, NY*
 - Five-Year Files
 - Responding to Audits

SUPPLEMENTAL MATERIALS

- **Reading:** Filing Labor Certification Applications Under the PERM Regulations
- **Video:** “PERM Legal Concepts” Session from AILA Paralegals Webcast 2017
- **Video:** “Labor Certification Practicum” Session from AILA Paralegals Webcast 2017

MODULE 8: ADJUSTMENT OF STATUS AND CONSULAR PROCESSING

CORE MATERIALS

- **Video:** Considerations When Evaluating Adjustment of Status (AOS) vs. Consular Processing (CP) - *Speaker: Ceridwen Koski, AILA Distance Learning Committee Chair, Denver, CO**
 - What Are the Differences Between AOS and CP?
 - Discuss Advance Parole and Employment Authorization Documents
- **Reading:** Adjustment of Status for Beginning Practitioners
- **Reading:** The Fundamentals of Lawyering at Consular Posts
- **Video:** Differences in Family-Based vs. Employment-Based Petitions - *Speaker: Breanna Cary, Oklahoma City, OK*
- **Video:** Visa Bulletin Format - *Speaker: Randi R. Saba, Paralegal, Denver, CO**
- **Video:** Overview of Admissibility/Ineligibility/Waiver Issues - *Speaker: Laurel Scott, Philadelphia, PA*
- **Video:** Consular Electronic Filings and Timelines - *Speaker: Randi R. Saba, Paralegal, Denver, CO**
- **Video:** Adjustment Filing Tips and Tricks - *Speaker: Elizabeth L.A. Garvish, Atlanta, GA*
 - Documentation Requirements
 - Original Birth Certificates
 - Original Marriage Certificates
 - Original Divorce Decrees
 - Original Court and Prison Records
 - Original Police Certificates
 - Two Passport-Style Photographs Taken Within 30 Days
 - Where Can I Go to Learn How to Obtain These Documents and Additional Country-Specific Requirements?
 - *Foreign Affairs Manual (FAM)*
 - U.S. Embassy’s Website
 - Medical Examinations
- **Video:** Follow-to-Join, Dependents - *Speaker: Farshad Owji, AILA Board of Governors, San Francisco, CA*

SUPPLEMENTAL MATERIALS

- **Video:** "Nuts and Bolts of AOS vs. CP" Session from AILA Paralegals Webcast 2017
- **Video:** "AOS vs. CP Practicum" Session from AILA Paralegals Webcast 2017

MODULE 9: REMOVAL AND RELIEF

CORE MATERIALS

- **Reading:** Introduction to Removal Proceedings
- **Video:** Terminology and Itinerary of Removal Proceedings – *Speaker: Hudaidah Bhimdi, Fairfax, VA*
 - Vocabulary
 - Process: Anatomy of a Removal Proceeding
 - Immigration Court and Board of Immigration Appeals (BIA) Practice Manuals
 - Using the Manuals to Prepare a Case
- **Reading:** A Brief Overview of Forms of Relief in Removal Proceedings
- **Video:** Common Forms of Relief – *Speaker: Kelli Jo Stump, AILA EOIR Liaison Committee Chair, Oklahoma City, OK*
 - Elements of Relief
 - Supporting Documentation
- **Video:** Bonds and Release – *Speaker: Philip Eichorn, Paralegals Online Course Committee, Cleveland, OH*
 - ICE Arrests and Custody
 - Eligibility for Bond
 - Mandatory Detention
- **Video:** Preparing a Case for Hearings – *Speaker: Kelli Jo Stump, AILA EOIR Liaison Committee Chair, Oklahoma City, OK*
 - Master Calendar vs. Individual
 - Document Deadlines
 - Witness Preparation
- **Video:** Orders, Decisions, and Appeals – *Speaker: Jodi Goodwin, Harlingen, TX**
 - Post-Win Procedures
 - Post-Loss Procedures
 - Deadlines
- **Video:** Diligent Case Management – *Speaker: Hudaidah Bhimdi, Fairfax, VA*
 - Common Problems: Calendaring and Tickler Systems

SUPPLEMENTAL MATERIALS

- **Video:** "Removal Case Preparation" Session from AILA Paralegals Webcast 2017
- **Video:** "I-601 and I-601A Waivers" Session from AILA Paralegals Webcast 2017

MODULE 10: CITIZENSHIP AND NATURALIZATION

CORE MATERIALS

- **Video** - Overview of Citizenship and Naturalization – *Speaker: Philip Eichorn, Paralegals Online Course Committee, Cleveland, OH*
 - What Is “Citizenship?”
 - Of the Soil and of the Law
 - Acquisition at Birth (United States and Abroad)
 - Derivation Through Naturalization of Parent
 - What Is “Naturalization?”
 - Admission on Motion
 - Basic Criteria
 - Benefits of Becoming a Citizen
- **Reading:** The Naturalization Process and Requirements
- **Video** - Requirements for Naturalization – *Speaker: Robert Frank, Newark, NJ**
 - Lawful Permanent Resident (LPR)
 - Continuous Residency and Physical Presence
 - Good Moral Character Period and Requirements
 - Other Discretionary Bars
 - Attachment to Constitution
 - Civics and English Exam
- **Video:** Recognizing Criminal Conduct Bars to Naturalization/Potential Grounds of Removal and Informing the Attorney – *Speaker: Jacqueline Watson, Paralegals Online Course Committee, Austin, TX**
 - Criminal Conduct
 - Conviction
 - Dismissal
 - Expungement/Sealing
 - Probation
 - Cited, Traffic, and DUIs
- **Video:** Recognizing Non-Criminal Bars to Naturalization/Potential Grounds of Removal and Informing the Attorney – *Speaker: Jacqueline Watson, Paralegals Online Course Committee, Austin, TX**
 - Voting
 - Polygamy
 - Adultery
 - Child Support
 - Selective Service
- **Video:** Form N-400 and the Application Process – *Speaker: Tracie L. Klinke, AILA Georgia-Alabama Chapter Chair/Membership Committee Chair, Marietta, GA*
 - Forms, Fees, and Supporting Documents
 - From Hiring Counsel to the Oath Ceremony: What the Client Should Expect
- **Video:** Case Management – *Speaker: Tracie L. Klinke, AILA Georgia-Alabama Chapter Chair/Membership Committee Chair, Marietta, GA*
 - Calendaring, Deadlines, Checklist, and Fees

SUPPLEMENTAL MATERIALS

- **Video:** "Citizenship and Naturalization Procedures" Session from AILA Paralegals Webcast 2017
- **Video:** "Naturalization Practicum" Session from AILA Paralegals Webcast 2017

MODULE 11: CLIENT SERVICE

CORE MATERIALS

- **Video:** Intake and Interview Skills – *Speakers: Lisa Helen York, AILA NSC Liaison Committee Chair/Paralegals Online Course Committee Chair, Englewood, CO and Brian Bernhard, Paralegal, Denver, CO**
 - Includes Short Role Play Sketches
- **Reading:** Risk Assessment and Client Management in a Changing System
- **Video:** Client Communication: Working with Victims of Trauma – *Speaker: Dree K. Collopy, AILA Author, AILA’s Asylum Primer, 7th Ed., AILA Asylum and Refugee Committee Chair, Washington, DC**
- **Video:** Working with Difficult Clients: Role Play and Discussion – *Speakers: Ira J. Kurzban, AILA Author, Kurzban’s Immigration Law Sourcebook, AILA Past President, Miami, FL and Jonathan A. Grode, Course Committee/AILA Law Student Outreach Committee Chair, Philadelphia, PA*
- **Reading:** Managing Client Expectations: How’s Your “Bedside Manner”?
- **Video:** Creating Accurate Expectations – *Speakers: Lisa Helen York, AILA NSC Liaison Committee Chair/Paralegals Online Course Committee Chair, Englewood, CO and Brian Bernhard, Paralegal, Denver, CO**
 - Accuracy of Information: Never Guess!
 - Preparing Client for Reality of Processing Times, Fees, Etc.
 - Maintaining a Good Relationship While Avoiding UPL
- **Reading:** Understanding the Needs of Your Clients and Your Role as an Advisor: It’s Not Just Filling Out the Forms
- **Video:** Documenting Client Communications and Keeping the Attorney Informed – *Speaker: Brian Bernhard, Paralegal, Denver, CO**

Online Course Committee

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James W. Austin, AILA NBC Liaison Committee Chair, Kansas City, MO
Jonathan A. Grode, AILA Law Student Outreach Committee Chair, Philadelphia, PA
Philip Eichorn, Cleveland, OH
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