
COSMETOLOGY ASSOCIATION OF NOVA SCOTIA (CANS)

Fair Registration Practices Act (FRPA) PROGRESS REPORT April 2018

Province of Nova Scotia

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Introduction

The Fair Registration Practices Act (FRPA) mandates that regulating bodies carry out registration practices that are transparent, objective, impartial and procedurally fair.¹ The FRPA Review Process was designed to fulfill the obligations of the legislation; it allows the FRPA Review Office and the regulating bodies to review existing registration practices for current compliance with the FRPA as well as continuous improvement of transparent, objective, impartial and procedurally fair registration practices.²

The purpose of the Fair Registration Practices Act (FRPA) Progress Report is twofold. First, it allows the Cosmetology Association of Nova Scotia (CANS) to review and report on its current registration practices. Second, it shares CANS' progress on previously-identified areas for improvement, and highlights the exemplary practices that have been developed by CANS since their previous review.

Through the 2017-2018 FRPA Progress Report, the FRPA Review Officer aims to build on the progress made by CANS to date and identify opportunities to further improve and evolve registration practices.

¹ The *Fair Registration Practices Code* is delineated in Sections 6-12 of the Fair Registration Practices Act. *Government of Nova Scotia*. Ch. 38 of the Acts of 2008, as amended by 2014, c. 14.

² For more information on the FRPA Review Process, see the *Guide to Fair Registration Practices Act*: http://novascotia.ca/lae/RplLabourMobility/documents/FRPA_GuidetoReviewProcess_WEB.pdf

Summary from 2014 FRPA Review report:

The following table summarizes the Action Plan from the Cosmetology Association of Nova Scotia 2014 Review report and the progress that has been made by CANS in achieving each action item.

#	Action	FRPA Reference	Completed	Not completed	Outcome/Rationale
1	<ul style="list-style-type: none"> Develop automated application forms for website. 	16(3)(g)	Yes		<p>CANS Credential Review Application can be downloaded and printed from CANS website.</p> <p>https://www.nscosmetology.ca/licences/cosmetology-licences</p>
2	<ul style="list-style-type: none"> Continue website enhancements, including accessibility of information. 	16(3)(g)	Yes		<p>CANS website redesign in July 2016 adding information clarity and accessibility; currently maintained and updated as needed.</p>
3	<ul style="list-style-type: none"> Include within the internal procedures manual under development the following: <ul style="list-style-type: none"> formal process and procedure for providing a written decision to applicants in a reasonable time. 	8(b)	Yes		<p>CANS timeline for Credential Review (4 to 6 weeks) can be found on CANS website.</p> <p>https://www.nscosmetology.ca/images/pdf/licensing/credential_timeline.pdf In Appendix.</p>
	<ul style="list-style-type: none"> information on acceptance of alternatives to required documentation. 	9(b)	Yes		<p>Application form includes a list of approved alternates. Application in Appendix.</p>
	<ul style="list-style-type: none"> process for considering requests for access to documentation. 	12	Yes		<p>Outline for access to documentation completed. In Appendix.</p>
	<ul style="list-style-type: none"> policy on internal review (including timeframe). 	10	Yes		<p>Internal policy</p>
	<ul style="list-style-type: none"> statement that 'no one who acted as a decision-maker in respect of a registration decision acted as decision maker in an internal review.' 	10(5)	Yes		<p>Disclaimer included on website application.</p>

Exemplary Practices

- Streamlined application process
 - All out of province/country applicants file Credential Review Application with CANS;
 - Applicant applies with a valid and current licence/Red Seal designation;
 - Applicant registers as a cosmetology graduate who holds valid documentation (diploma, certificates or completion, etc.); and
 - Applicant registers with cultural/other occupational experience without formal training.
- Assessment of all submitted applications within 8 weeks
 - Outcome successful - a current licence-holder from another province or country is issued an equivalent licence without examination and licenced in Nova Scotia to provide cosmetology services.
 - Outcome successful - an applicant must challenge the Provincial Examination, including all written and practical phases so they may be accurately evaluated on performance, skill, and knowledge level.
 - Information regarding the Provincial Examination and applicable fees is included in response letter to the applicant. Once the applicant has scheduled, completed and successfully passed the Provincial Examination, they are issued a Cosmetology Licence for the Province of Nova Scotia.
 - Outcome assessment (no formal education) – applicant must be assessed for skill and knowledge prior to challenging the Provincial Examination to ensure no further Cosmetology training is required.
- Issuance of temporary licences
 - If an assessment is required, the assessment must be completed prior to a temporary licence being issued.
 - Once an applicant has registered and has paid any applicable fees for the Provincial Examination, they are given a temporary licence so that they may seek employment pending successful completion of the Provincial Examination.
- Unsuccessful applications
 - Applicants who do not receive a successful Credential Review are given an explanation, in writing, as to why the application was denied;
 - options are provided in the response letter to the applicant regarding options for remediation and gap-filling; and
 - Information regarding fees is provided in response letters as well as on CANS website:
https://www.nscosmetology.ca/images/pdf/forms-fees/License_Permit_Exam_Fees.pdf.
- Regular attendance at quarterly breakfast meetings and learning and development opportunities provided by the FRPA review office:
 - Representatives from CANS attend FRPA meetings and learning and development opportunities in order to remain up-to-date regarding new and/or revised policies and procedures and to support continuous improvement of registration practices.

2016 Registration Data

#	Question	Response
1	Total number of individuals with practicing licenses/certifications. Do not report on any licenses or certificates you issue to a business, school or group.	8843
2	Number of registrations for the reporting year, from applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) In NS, new applicant. 	345
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant - n/a for trades - issue a Certification of Qualification. 	57
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) Internationally, new applicant. 	44
	<ul style="list-style-type: none"> AIT Transfers, applicants already registered in another Canadian jurisdiction. 	42
	<ul style="list-style-type: none"> Total number of applicants. 	488
3	Types of practicing licenses/certificates you issue and total number of individuals for each type identified for the reporting year.	
	<ul style="list-style-type: none"> Cosmetology Esthetics 	297
	<ul style="list-style-type: none"> Cosmetology Hairdressing 	1342
	<ul style="list-style-type: none"> Master Esthetics 	456
	<ul style="list-style-type: none"> Master Hairdressing 	3140
	<ul style="list-style-type: none"> Master Esthetics Instructor 	76
	<ul style="list-style-type: none"> Master Hairdressing Instructor 	162
	<ul style="list-style-type: none"> Artificial Nails 	43
	<ul style="list-style-type: none"> Hair Removal 	567
	<ul style="list-style-type: none"> Eyelashes 	19
	<ul style="list-style-type: none"> Makeup Artistry 	425
	<ul style="list-style-type: none"> Nail Tech 	436

4	Number of completed applications submitted by applicants who received their qualifications as indicated below.	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) in NS, new applicant: 	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Accepted: 	345
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Rejected: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Still in process: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Withdrawn: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> File inactive or closed: 	0
	<ul style="list-style-type: none"> Received qualifications in Canada, new applicant: 	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Accepted: 	57
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Rejected: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Still in process: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Withdrawn: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> File inactive or closed: 	3
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) internationally, new applicant: 	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Accepted: 	44
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Rejected: 	2
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Still in process: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Withdrawn: 	3
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> File inactive or closed: 	0
	<ul style="list-style-type: none"> AIT transfers, applicants already registered in another Canadian jurisdiction: 	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Accepted: 	42
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Rejected: 	0

	○ <i>Still in process:</i>	0
	○ <i>Withdrawn:</i>	0
	○ <i>File inactive or closed:</i>	0
5	For those new Canadian applicants (not NS), list the provinces in Canada (and associated numbers) where the level of education to qualify the applicant for licensure (training or work experience for trades) was obtained.	
	• Alberta	8
	• British Columbia	2
	• Manitoba	1
	• New Brunswick	12
	• Newfoundland & Labrador	6
	• Northwest Territories	0
	• Nunavut	0
	• Ontario	20
	• Prince Edward Island	1
	• Quebec	7
	• Saskatchewan	1
	• Yukon	0
6	For new international applicants, list the source countries (and associated numbers) where the applicant received the level of education to qualify them for licensure (training or work experience for trades).	
	• Israel	2
	• Vietnam	14
	• France	1
	• Russia	2
	• Ireland	1
	• Ukraine	2

	• USA	4
	• Iran	3
	• Hungary	1
	• Albania	1
	• Republic of Korea	2
	• Turkey	1
	• Pakistan	2
	• Sweden	1
	• India	1
	• Australia	5
	• Syria	1
7	Average length of time (in days) between receipt of a completed application and response to the applicant, for those who received their qualifications as indicated below. Response to the applicant to include whether they meet the requirements, partially meet and need to fill gaps, or there is no match and other pathways might be a consideration.	
	• Received qualifications (training/work experience for trades) In NS, new applicant:	30
	• Received qualifications In Canada, new applicant:	15
	• Received qualifications (training/work experience for trades) Internationally, new applicant:	15
	• AIT transfers, applicants already registered in another Canadian jurisdiction:	10
8	Average registration process time (or application approval) for those who received their qualifications as indicated below.	
	• Received qualifications (training/work experience for trades) In NS, new applicant:	30
	• Received qualifications In Canada, new applicant - n/a for trades - issue a Certification of Qualification	30
	• Received qualifications (training/work experience for trades)	30

	Internationally, new applicant	
	<ul style="list-style-type: none"> • AIT transfers, applicants already registered in another Canadian jurisdiction 	30
9	Total costs (to the applicant) associated with registration (certification) for applicants who received their qualifications as indicated below. Separate costs that the regulatory body themselves imposes on the applicant from other necessary costs incurred related to registration.	
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) In NS, new applicant: 	\$236
	<ul style="list-style-type: none"> • Received qualifications In Canada, new applicant: 	\$322
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) internationally, new applicant 	\$322
	<ul style="list-style-type: none"> • AIT transfers, applicants already registered in another Canadian jurisdiction: 	\$322
10	Number of appeals, internal reviews or challenges related to a registration decision from applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) In NS, new applicant: 	0
	<ul style="list-style-type: none"> • Received qualifications In Canada, new applicant: 	0
	<ul style="list-style-type: none"> • AIT transfers, applicants already registered in another Canadian jurisdiction: 	0
	<ul style="list-style-type: none"> • Total number of appeals, internal reviews or challenges related to a registration decision: 	0
11	Length of time the appeals or internal review process took for applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) In NS, new applicant: 	0
	<ul style="list-style-type: none"> • Received qualifications In Canada, new applicant: 	0
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) Internationally, new applicant: 	0
	<ul style="list-style-type: none"> • AIT transfers, applicants already registered in another Canadian jurisdiction: 	0
12	What does registration with your organization authorize?	Scope of Practice Rights and Rights to Use an Occupational Title

FRPA Review Questionnaire and Assessment

	Question	Respondent Answer	FRPA Reference
1a	How (what methods) do you use to provide information to potential applicants on your registration practices? (i.e. internet, individual counselling, hard copies)?	Internet Email Hard Copy Telephone Other - individual meetings when needed	16(3)(g)
1b	Can applicant begin the process outside of Canada?	Credential Review Application can be found on the CANS website at https://www.nscosmetology.ca/images/pdf/forms-fees/CRA_2018.pdf	
2	Please provide a link to your website.	https://www.nscosmetology.ca/	16(3)(g)
2a	I believe that information on our website is: clear and understandable, written in plain language?	CANS's website has been updated to be more user-friendly.	
2b	On what basis do you make changes to your website?	Feedback from Applicants and Members CANS policies, updates, notices, classes, seminars, AGM News Job postings	
2c	When was the section of the website pertaining to registration last updated?	Current and on-going Additional information, forms and corrections	
3a	Are your requirements (e.g. education, work experience, examination and fees) for registration specified by legislation, regulation and/or policy?	Legislation Regulation Policy	7(a), 7(c), 7(f), 16(3)(a), 16(3)(d)
3b	Specify the appropriate section(s)	Act Respecting Cosmetology section 20-39, By-laws No. 3- 6, 11 & Schedule B	
3c	Is this information made available to applicants	Yes Website & hard copy at CANS office	
4	Are you waiting for legislation to be passed?	No Working on additional licensing categories for addition to the By-Laws, to help with specific areas of licensing that fall under cosmetology	7(d), 16(3)(b)
5a	Is the criteria for meeting the requirements of registration documented?	Yes	
5b	Do you provide applicants	Yes	

	with the description of the criteria used to assess whether the requirements have been met (i.e. the number of years of schooling needed to be considered equivalent to a degree)?		
6	If you require translation of specific documents how is the applicant informed?	<i>Web Site – Credential Review Application Email Telephone Other - letter</i>	7(a)
7	Do you have a streamlined registration process for those applicants already registered in another Canadian jurisdiction (as per Chapter 7 Agreement on Internal Trade / Canada Free Trade Agreement)?	<i>Yes https://www.nscosmetology.ca/images/pdf/forms-fees/CRA_2018.pdf Website</i>	3
8	Does your organization make accommodation for applicants with physical or mental disability?	<i>Yes Oral examinations in lieu of written</i>	16(3)(h)
9a	Is any of your assessment process conducted by a third party (i.e. national bodies, credential assessment agencies, etc.)?	<i>Yes – cosmetology registered colleges in Nova Scotia</i>	16(3)(i)
9b	If so, please specify the name of the organization and describe their role.	<i>Any cosmetology registered college assesses applicants for skills and knowledge of the licence they wish to obtain.</i>	
9c	Please indicate the types of activities that they assist with.	<i>Knowledge and skills, practical and theory, universal precautions</i>	
9d	Can you describe how they adhere to the General Duties of the Regulatory Body as outlined in the Act, including transparency, objectivity, impartiality and procedural fairness?	<i>Subject to individual college regulation and policy.</i>	
9e	Are you informed of all decisions made by third parties on applicants?	<i>Yes</i>	
9f	Does the third party have an internal review process for unsuccessful applicants?	<i>Appeal options are available through the individual colleges or through CANS.</i>	
10a	What types of supports do you provide to applicants during the registration process?	<i>Internet, telephone and print material Individual assistance with Credential Review Application through CANS</i>	7(e), 16(3)(k)

		<i>Referral to outside resources such as ISANS</i>	
10b	Have you had applicants who need support mechanisms that you can't provide or are not available?	<i>Yes – translations of documents and language interpretation</i>	
11	Where practical, do you provide unsuccessful applicants with information on programs and services they can participate in to facilitate successful registration in the future?	<i>Yes – provided in the denial letter Colleges/schools, training facilities. Listed on CANS and ISANS websites</i>	8(d)
12	Do you have a reasonable timeframe to respond to inquiries from applicants?	https://www.nscosmetology.ca/images/pdf/licensing/credenential_timeline.pdf 6-8 weeks	7(b), 8(a), 8(b), 8(c)
13a	Do you provide written decisions, responses and reasons for acceptance or rejection of an application?	Yes	8(b), 8(c), 10
13ai	Do you have a formal policy for this process?	Yes	
13aii	Do you have a standard timeline	Yes	
13b	Do you provide applicants who are not granted registration with information regarding an internal review process (including the opportunity to make submissions respecting such reviews?)	Yes	
13c	Based on the previous questions, describe ways your organization could improve the timeliness of your decisions and/or how you could communicate the results.	<i>Authenticating certificate documentation or education. Sometimes it takes further in-depth research to ascertain whether or not a certificate/document is authentic (if they do not hold a current licence).</i>	
14a	Do you provide information on what documentation of qualifications must accompany an application?	Yes	9(a), 16(3)(a), 16(3)(b), 16(3)(e)
14b	Do you include a process for verification of documentation authenticity?	<i>Yes, CANS contacts schools, colleges, and licensing bodies to verify documents in the home jurisdiction</i>	
15	Do you provide information on the steps in the registration process including supporting documentation required at	Yes https://www.nscosmetology.ca/licences/cosmetology-licences	7(c), 16(3)(a), 16(3)(b)

	the various steps?		
16	Do you accept alternative information if required documents cannot be obtained for reasons beyond the applicant's control (i.e. a sworn statement in lieu of full documentation)?	Yes <i>Sworn Affidavit and reference letters</i>	9(b), 16(3)(c)
17	What difficulties or obstacles are faced by applicants who received their qualifications in a country other than Canada?	<i>Obtaining original documents Verification of credentials Identifying and participating in gap training programs Access to qualifying exam Language proficiency or professional technical language</i>	6, 9(b), 16(3)(c)
18a	Do you have a process for which requests for access documentation related to registrations are considered?	Yes (individual may review their personal file at CANS).	12, 16(3)(j)
18b	Is this made available to applicants?	Yes	
18c	What information may you exclude?		
18d	Do you charge a fee?	No	
19	Does your Act include an authority to conduct an internal review of the registration decision?	Yes <i>section 52 and By-Law 10</i>	7(a)
20	Do you have a regulation or by-law that defines the internal review process?	Yes <i>Act section 52(3)(b) and By Law 10</i>	7(a), 10
21	When are unsuccessful candidates informed of their right to internal review of the registration decision?	<i>Included with a registration decision letter</i> https://www.nscosmetology.ca/images/pdf/licensing/credential_timeline.pdf	7(a), 10(1)
22a	Do you have an internal review process and procedures document (policy document)?	Yes	7(a), 10(1)
22b	Does this include time frames for the internal review?	Yes https://www.nscosmetology.ca/images/pdf/licensing/credential_timeline.pdf	
23a	With regards to the internal review process you make available to applicants that are not granted registration: summarize the process of the internal review.	<i>No review processes for FRPA or AIT has been needed; CANS has clear pathways to licensure (although working on specific licence categories to make it easier for those coming to NS to obtain a licence in a specific category).</i> <i>Follow CANS Act and ByLaws for the review process as needed.</i>	7(a), 10, 16(3)(m)

23b	Describe the opportunities made available to an applicant to make submissions respecting such review.	https://www.nscosmetology.ca/images/pdf/licensing/credential_timeline.pdf	
23c	Specify the format for the internal review submission	<i>Oral Written</i>	
23d	What is the timeline for submitted supporting evidence?	<i>30 days – applicant can request extension (if required) to be approved by the Executive Director</i>	
23e	Do you believe this is enough time to receive supporting evidence from outside Canada?	<i>No – it can be difficult at times to obtain information/documents from outside Canada (see above extension policy)</i>	
24a	Are the results of the internal review made available to applicants in writing with reasons?	<i>Yes</i>	
24b	In what timeframe are the results of the internal review made available to applicants?	<i>Less than 1 month</i>	7(a), 10(3)
24c	Are these timelines communicated?	<i>Yes https://www.nscosmetology.ca/images/pdf/licensing/credential_timeline.pdf</i>	
25	Have individuals who make internal review decisions received appropriate training?	<i>Yes Legal counsel provides yearly orientation on Board Governance, the Ex Board and all new Board members are educated in the operations of an Association, example; the Association is about the Industry as a whole and not about individuals who sit the Board, decisions on change are based on the growth of the Association, looking and moving forward to the future, changes to increase public and member safety, industry recognition and implementing best practices Implementing changes are required to comply with other Act's that requires changes be made by CANS Example; FRPA . Sitting a Board not about personal growth or making decisions that work for you and not the industry as a whole. Executive Director, CAE - Industry Expert Additional training as required</i>	7(a), 11, 16(3)(p)
26	Do you have a prohibition that states that 'no one who acted as a decision-maker in respect of a registration decision acted as a decision-maker in an internal review?	<i>Yes</i>	7(a), 10(5), 16(3)(n)
27	Do you have any international agreements (i.e. reciprocal recognition) endorsed by your regulatory body or national organization?	<i>Yes – Interprovincial Standards Red Seal Program and information sharing with other jurisdictions.</i>	7

28	Has your organization experienced any unintended consequences—defined as an unintended negative impact on labour market, economic, social or other condition—arising as a result of the implementation of Chapter 7 of the Agreement on Internal Trade?	<i>No</i>	3
29	Does your legislation and/or regulations include labour mobility provisions (i.e. the ability to accept applicants already certified in another Canadian jurisdiction regardless of the requirements in the previous jurisdiction?	<i>Yes</i>	Chapter 7, CFTA
30	Do you review the requirements of the other provincial regulatory bodies regularly?	<i>Yes – we frequently correspond with other jurisdictions regarding licensing and education.</i>	3, Chapter 7, CFTA
31a	Has your organization made any changes to the occupational standards in your legislation, regulations and/or by-laws (i.e. entry to practice standards, continuing education requirements, codes of ethics) within the last two years?	<i>No</i>	
31b	If yes, did you work with the Labour Mobility Coordinator or a Provincial Government representative to complete an AIT notification (i.e. notification form sent prior to approval that informs other Canadian jurisdictions of the proposed change)?	<i>No</i>	

Further Recommendations / Next Steps

The Cosmetology Association has completed all of the action items stemming from their 2014 FRPA Review. The CANS registration requirements and criteria are clearly documented in their legislation and by-laws, with references in the bylaws to relevant sections of the legislation. Additionally, the CANS has developed a clear and comprehensive visual pathway to show the various outcomes at each step of the registration and appeals processes and provide detailed criteria for its competency-based assessments. The CANS works closely with individual applicants in a wide variety of personal circumstances and provides multiple pathways to help applicants obtain licensure.

In this context, I recommend the CANS continue to enhance the transparency of its registration implementing the following action items over the next two years:

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
1	<ul style="list-style-type: none"> If English language proficiency is required, work with relevant stakeholders such as the Immigrant Serving Association of Nova Scotia (ISANS) and organizations in other jurisdictions to establish a language benchmark and make it accessible to applicants. 	3, 5	7(c)-(d)	
2	<ul style="list-style-type: none"> Make information publicly accessible on: <ul style="list-style-type: none"> the process and criteria of credential assessments, and the process and criteria of the provincial exam. 	3, 5	7(d)	
3	<ul style="list-style-type: none"> Document the policy enabling applicants to request access to documentation regarding their application and make it accessible to applicants. 	18	12	Complete
4	<ul style="list-style-type: none"> Document the policy for accommodating applicants with disabilities during the registration process and make it accessible to applicants. 	8	16(3)(h)	Complete
5	<ul style="list-style-type: none"> Develop a policy to periodically review the assessment practices of 3rd party career colleges performing credential assessments to ensure they are being conducted transparently, impartially, objectively, and in a procedurally fair manner. 	9	16(3)(i)	
6	<ul style="list-style-type: none"> Develop a policy on periodically reviewing the website, including soliciting and incorporating user feedback. 	2		

Disclaimer

The Cosmetology Association of Nova Scotia (CANS) hereby declares that the information contained in this report is a true and accurate representation of current registration practices of their organization.



February 7, 2018

REGISTRAR

DATE

Appendix

- ✓ Blank application form
- ✓ Timeline to Licensure
- ✓ Credential Review Appeal Process
- ✓ Sample Letter – Credential Assessment required
- ✓ Sample Letter – Exam required
- ✓ Accommodation of Applicants with Disabilities Policy
- ✓ Records Access Policy

COSMETOLOGY ASSOCIATION NOVA SCOTIA

Credential Review ***Application for Cosmetology*** ***Registration & Licensure in Nova Scotia***

Under Section 24 of BILL No. 119: *An Act Respecting Cosmetology* (the “*Cosmetology Act*”) and its By-Laws, the Executive Director of the Cosmetology Association of Nova Scotia has the authority to request from an applicant information to establish that s / he has completed the required cosmetology occupational training and / or work experience for the category of licence for which they wish to apply.

\$150 Credential Review Fee (plus applicable taxes)

The Credential Review Fee is non-refundable, and must be paid in full to the Cosmetology Association of Nova Scotia (the “Association”) along with this form filled in its entirety, and all other supporting documentation. *The Association will not review an incomplete application.* Please refer to the Application Checklist on **page 7** to ensure you submit all that is required.

1. Licence Category

Please indicate with a check mark the licence category(s) for which you are applying:

- ☐ Cosmetologist (Hairdressing)
- ☐ Master Cosmetologist (Hairdressing)
- ☐ Cosmetologist (Esthetics)
- ☐ Mater Cosmetologist (Esthetics)
- ☐ Nail Technician
- ☐ Makeup Artist
- ☐ Body Hair Removal Services
- ☐ Eyelashes
- ☐ Specific Licence – a specialized scope of practice found under the broad definition of “cosmetology” in the *Cosmetology Act*, S2 (e)(i) – (vi)

** Licensing Fee Schedule attached to the last page of this application.*

2. Applicant Information

Please print clearly. In addition to the information requested below, please also include in your application a copy of one (1) of the following pieces of identification:

- Nova Scotia Driver's Licence
- Nova Scotia Provincial ID

Last Name

First Name, Middle Name

Street Name and No.

City

Apt./Unit No.

Province/Territory/State

Postal/Zip Code

Country

Telephone – Home, Cell, or Other

Email Address

If you wish to declare you are of aboriginal descent for tax purposes, please specify:

☐ Yes ☐ No

If yes, please indicate your Status Identity Card No.: _____

3. Consent to Disclose

Release of information – it is understood that the Association may use and / or release any information or documentation submitted by an applicant for document verification, as well as any licensing and / or statistical purposes.

Applicant Signature

Date

4. Acknowledgement

Please indicate with a check mark inside each box to confirm that you have read and understood each of following statements regarding the Credential Review process:

- ☐ An incomplete application may cause the Association to request supplementary documents and prolong the application process
- ☐ The application process may take between six (6) to eight (8) weeks
- ☐ There will be no refund for the application once submitted

- ☐ It is understood that all documents and information submitted become property of the Association and will not be returned (applicant may request to review documents)
- ☐ If the Credential Review outcome determines that an applicant must challenge the Cosmetology Association of Nova Scotia's Provincial Examination, the applicant will arrange for an English Language Proficiency Assessment if requested by the Association; it is understood that this responsibility is that of the applicant, not of the Association
- ☐ It is understood that documents not provided in English will require official translation before being submitted to the Association, and that any costs associated with document translation are of the applicant's responsibility

4. Licensure Registration:

Do you hold a **current** licence from another regulatory body? (Example: Red Seal, Cosmetology Association of New Brunswick, PEI Hairdressers Association, et cetera)

- ☐ Yes – please fill out the required fields in the box below
- ☐ No – please continue to #5 "Occupation Training: RPL and / or IQR"

Original Regulatory Body

Organization Name

City / Town

Province / State

Country

Contact Phone Number

Licence Number

Date Issued

Date Expired

Current Regulatory Body (if different than Original)

Organization Name

City / Town

Province / State

Country

Contact Phone Number

Licence Number

Date Issued

Expiry Date

IMPORTANT: Applicants who hold a current Red Seal or cosmetology licence must include in their Credential Review application a **letter of good standing** from the regulatory authority that issued the licence in the same capacity.

Note: *Applicants who hold a current Red Seal or cosmetology licence may stop here, and continue the application at #10 “Affidavit of Support.”*

5. Occupational Training:

Recognized Prior Learning (RPL) and / or International Qualifications Recognition (IQR)

RPL: Recognized prior learning acknowledges occupational training acquired in a school / college of cosmetology from which you graduated, but did not receive a licence. Please list below the schools / colleges that you have attended applicable to the licence for which you are applying. If you require more space than what has been provided, please attach the additional school / college information on a separate piece of paper.

Attach certificate(s) / diploma(s.)

IQR: International qualifications recognition acknowledges training acquired through alternative pathways. Please list below, starting with the most recent of five (5) years, relevant education, skills development, and occupational / work experience. Include cultural experiences for the type of licence being applied for. If you require more space than what has been provided, please attach the additional IQR information on a separate piece of paper.

College / Organization Name

City / Town

Province / State

Country

Contact Phone Number

College / Organization Name

City / Town

Province / State

Country

Contact Phone Number

College / Organization Name

City / Town

Province / State

Country

Contact Phone Number

6. Occupational Training: Employment Experience

Please briefly describe all cosmetology work experience applicable to the licence for which you are applying. This may include training in a salon / spa. *Attach copy of resume.*

_____ Company Name		_____ City / Town
_____ Province / State	_____ Country	_____ Contact Phone Number
_____ Job Title	_____ Employment Start Date	_____ End Date
Experience / Learned Skills _____		

_____ Company Name		_____ City / Town
_____ Province / State	_____ Country	_____ Contact Phone Number
_____ Job Title	_____ Employment Start Date	_____ End Date
Experience / Learned Skills _____		

_____ Company Name		_____ City / Town
_____ Province / State	_____ Country	_____ Contact Phone Number
_____ Job Title	_____ Employment Start Date	_____ End Date
Experience / Learned Skills _____		

7. Occupational Training: Supplementary Courses

Please list completed cosmetology courses applicable to the licence for which you are applying. This may include one-day training, or weeklong professional development opportunities. List the three most recent and / or relevant below. *Attach copies of certificates.*

_____ Course Name		_____ City / Town
_____ Province / State	_____ Country	_____ Course Provider Contact
_____ Contact Phone Number	_____ Course Start Date	_____ Course End Date
_____ Course Name		_____ City / Town
_____ Province / State	_____ Country	_____ Course Provider Contact
_____ Contact Phone Number	_____ Course Start Date	_____ Course End Date
_____ Course Name		_____ City / Town
_____ Province / State	_____ Country	_____ Course Provider Contact
_____ Contact Phone Number	_____ Course Start Date	_____ Course End Date

9. Letters of Recommendation

Please attach three (3) reference letters confirming recent cosmetology experience applicable to the licence for which you are applying.

10. Affidavit of Support

Please fill out and sign a copy of the Affidavit attached to this application on **page 8**. The affidavit confirms that you are aware of the legislation and by-laws that govern the practice of cosmetology in Nova Scotia.

10. "Schedule D" – Application for a Licence to Practice Cosmetology

Please fill out and sign a copy of "Schedule D" attached to this application on **page 9**.

11. Payment: \$150 + tax (\$22.50)

Method of Payment (Please check one) <i>Fees are non-refundable</i> <input type="checkbox"/> Certified Cheque (payable to the Cosmetology Association of Nova Scotia) <input type="checkbox"/> Money Order (payable to the Cosmetology Association of Nova Scotia) <input type="checkbox"/> Debit <input type="checkbox"/> Cash <input type="checkbox"/> Credit	If you selected "Credit," please fill out the information below to begin the Credential Review process. All information is strictly confidential. _____ Name of Card Holder _____ Card Number _____ Card Expiry Date _____ Card Holder Signature
--	--

Application Checklist

To make sure you provide to the Cosmetology Association of Nova Scotia required fees, forms, and documents with your Credential Review Application, please review the checklist below.

Included in my Credential Review Package, I have submitted:

- | | |
|---|---|
| <input type="checkbox"/> Credential Review Fee (\$150 + tax) | <input type="checkbox"/> Copy of school / college diploma and / or certificate (<i>if applicable</i>) |
| <input type="checkbox"/> Credential Review Application Form | |
| <input type="checkbox"/> Copy of Nova Scotia Photo ID | <input type="checkbox"/> Copies of supplementary course certificates (<i>if applicable</i>) |
| <input type="checkbox"/> Copy of valid and current cosmetology licence (<i>if applicable</i>) | <input type="checkbox"/> Three (3) letters of recommendation |
| <input type="checkbox"/> Letter of good standing (<i>if applicable</i>) | <input type="checkbox"/> Affidavit of Support |
| <input type="checkbox"/> Copy of resume | <input type="checkbox"/> Schedule D |

THANK YOU FOR YOUR APPLICATION PACKAGE SUBMISSION.

The Cosmetology Association of Nova Scotia will conduct a Credential Review, and you will be notified of the results when the review process is complete (between six to eight weeks.) Should your application be denied, the response letter will include the reasons why and the options available to you so that you may become licensed.

Disclaimer: *The Cosmetology Association of Nova Scotia enforces the following; an individual who acts as a decision-maker in respect to a registration outcome does, not and cannot, act as a decision-maker in an internal review.*

COSMETOLOGY ASSOCIATION NOVA SCOTIA

Credential Review *Affidavit of Support*

** This document must be hand written by the applicant.*

Legal First and Last Name _____

Address

Street Name and No.

City

Apt. / Unit No.

Province

Postal Code

I “_____” sign this affidavit to confirm that I have read and understood BILL No. 119: *An Act Respecting Cosmetology* and its By-Laws. I, the undersigned, hereby assert that I will abide by the Cosmetology Association of Nova Scotia’s *Act* and its By-Laws as a licensed member of the Association.

Signature

I certify that the above information is true.

Date: _____
Month Day Year



Schedule D
Cosmetology Association of Nova Scotia
Application for a License to Practice Cosmetology

Please send completed form to:
Cosmetology Association of Nova Scotia
126 Chain Lake Drive
Halifax, NS B3S 1A2
(902) 468-6477 (ph.)
(902) 468-7147 (fax)

Category of Licence being Applied for: _____

Name: _____

Home Address: _____

Home Phone Number: _____

Business Address: _____

Business Telephone Number: _____

Business Fax Number: _____

Type of License Requested: _____

Reason for License Request: _____

Email Address: _____

Education and Training

School Attended: _____

Date Course Completed: _____

Designation Received: _____

Employment History: _____

Applicant's Signature

Date

Schedule B

Annual Licensing Fees : for all categories of licence

One-time Administrative Fee (payable by all applicants for licence and permits)	\$55
Cosmetologist (Hairdressing or Esthetics)	\$75
Master Cosmetologist (Hairdressing or Esthetics)	\$80
Master Instructor (Hairdressing or Esthetics)	\$85
Specific Licence	\$75
Specific Instructor	\$85
Graduate	\$75
Temporary (Graduate, Transfer)	\$75
Visitor	\$75
Associate Member (Salon Owner, Beauty Supply Company, Former/Retired cosmetologists)	\$75

Annual Cosmetology Establishment Fees

1 Cosmetologist	\$70
2 – 5 Cosmetologists	\$80
6 – 10 Cosmetologists	\$115
11+ Cosmetologists	\$140
Salon/Spa Relocation Fee	\$150
Annual Mobile Services Permit (payable in addition to Cosmetology Establishment Fee)	\$70
Salon/Spa Proprietor Application/Registration Fee	\$250

Examination Fees

Examination (for all exams)	\$150
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Annual School/College Fees

Student Enrolment	\$55
Examination Fee	\$150
1 st DNA	\$210
2 nd DNA	\$260
3 rd DNA	\$310
School Opening	\$800
School Relocation	\$200
School Permit Fee (1 – 50)	\$200
School Permit Fee (51+)	\$300
Program Review/Registration Fee	\$150
Instructor Application	\$100

Other

Credential Review Fee	\$150
Late Registration Permit/Licensing Fee (applied on January 1)	\$25
Copy of Licence/Certificate	\$20
NSF Fee	\$40

***** HST payable on all fees *****

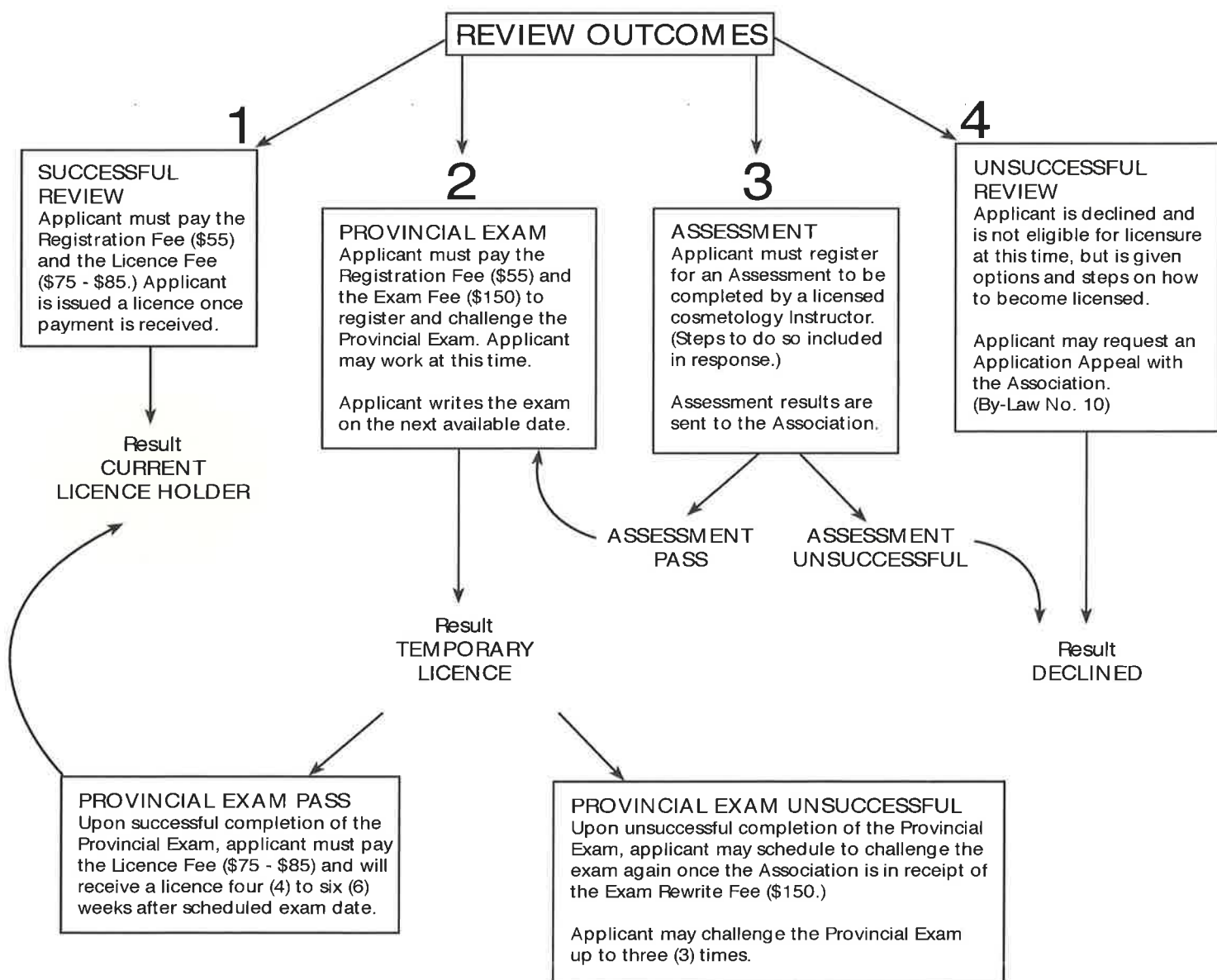
These fees may be amended by the Board, at its sole discretion, from time to time.

STEP ONE → STEP TWO

Applicant submits Credential Review, containing:

- Credential Review Fee of \$150 (+ tax)
- Application Form
- * Include documentation such as diplomas, certificates, and experience

Applicant will receive a response within six (6) to eight (8) weeks from the Cosmetology Association of Nova Scotia. The response will indicate one (1) of the following four (4) possible outcomes of the Credential Review:

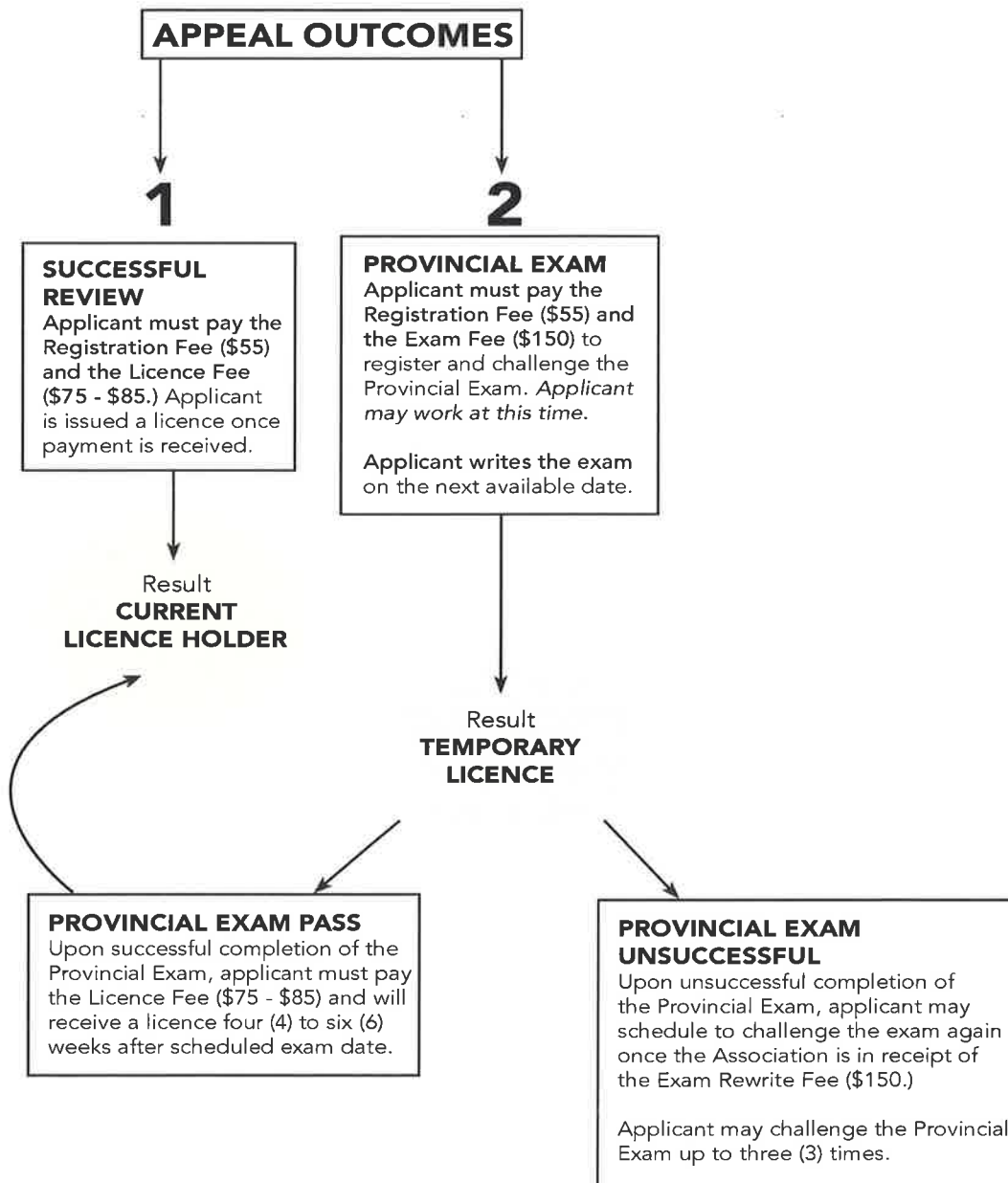


STEP ONE → STEP TWO

Appeals must be received within thirty (30) days after applicant received a Declined Noticed from the Cosmetology Association of Nova Scotia. Applicant wishing to appeal must submit in writing:

- Clarification of current documents
- New, supporting documentation

The Cosmetology Association of Nova Scotia will conduct a review hearing to re-examine applicant's credentials. Applicant will receive a response within twenty (20) days, and may yield one (1) of two (2) outcomes from their Credential Review Appeal Process as outlined below.



Date

First Last Name

Address Line 1

Address Line 2

Dear :

RE: CREDENTIAL REVIEW - ASSESSMENT REQUIRED

Thank you for completing and submitting to the Cosmetology Association of Nova Scotia ("CANS") your Credential Review Application.

The credential review process of your documentation is complete. In compliance with the Nova Scotia *Cosmetology Act*, 2012, c. 39, at s. 24, it has been determined that you are required to complete an assessment in , prior to challenging the CAN's Provincial Examination in .

Please find attached Assessment Instructions, as well as a list of cosmetology colleges providing assessments in Nova Scotia. You are encouraged to contact the college of your choice to make arrangements for an assessment date in your area.

Should you have further questions, please contact CANS at (902) 468-6477.

Regards,

Dana Sharkey
Executive Director, CAE



Date

First Last Name

Address Line 1

Address Line 2

Dear [REDACTED],

RE: CREDENTIAL REVIEW OUTCOME – PROVINCIAL EXAMINATION REQUIRED

Thank you for completing and submitting to the Cosmetology Association of Nova Scotia (the "Association") your Credential Review Application for assessment. The credential review process of your documentation is now complete and, in compliance with the Nova Scotia Cosmetology Act, 2012, c. 39, at s. 24, it has been determined that you may challenge the Association's Provincial Examination in [REDACTED].

An administration and exam registration fee of \$150.00 (plus applicable taxes) must be paid upon booking your Provincial Examination. Once the exam is booked and all fees are paid in full, a Temporary Licence (Transfer) will be issued. This will allow you to seek employment in a salon/spa; however, this licence is valid only until your exam date. The Provincial Examination will evaluate you on the following:

1. Written Component (Theory and Infection Control)
2. Written Component (Cosmetology Association of Nova Scotia By-Laws)
3. Full Practical - [REDACTED]

Upon successfully passing the Provincial Examination components listed above, you will be required to pay an annual licence fee (plus applicable taxes) to keep your Nova Scotia cosmetology licence current and valid. See attached "Schedule B" to review the Association's Fee Schedule. **Please contact Provincial Exam Coordinator Karen Smith (direct line: (902)468-6477 ext. 202) to schedule an exam date and to make arrangements to pay all applicable fees.**

Regards,

Dana Sharkey
Executive Director, CAE
DS/bb
Encl.





ACCOMMODATION OF APPLICANTS WITH DISABILITIES

The Nova Scotia Cosmetology Association (the “Association”) will make all reasonable efforts to accommodate applicants with special need.

Request for Accommodation during Provincial Examination

Requests for accommodation are to be made to the Association’s Executive Director (in writing) in the student/participant’s application, **prior to submitting**.

A request for accommodation must include:

- the nature of the disability,
- the type of accommodation being requested, and
- where available, a description of what accommodation(s) the applicant has received in the past.

Depending on the nature of the disability and the type of accommodation being requested, the Executive Director may request that the applicant provide additional evidence to support their request. Such additional evidence may include, but is not limited to, a formal medical diagnosis or documentation from a health care practitioner explaining the need for the accommodation being requested.

Types of Accommodation

The Executive Director is not required to provide the applicant with their preferred type of accommodation. In cases where the applicant’s specific request cannot be met, the Executive Director will work together with the applicant to determine a reasonable solution.

If the applicant and the Executive Director cannot agree on what type of accommodation is appropriate in any case, the Executive Director will make a determination as to what accommodation, if any, is to be provided.

Examples of accommodations that can be made include, but are not limited to:

- Assistance in completing the written exam
- Equipment for practical examination

Examples of accommodations that can be made for the Association's EXAMINATION include, but are not limited to:

- Written oral examination - "private with assistance"
- Alternative time
- Additional time

NOTE:

Any arrangement (i.e.: language interpreter) must be arranged in advance and all such arrangements are at the expense of the exam participant.

The Executive Director may decline to provide any accommodation when doing so would circumvent a *bona fide* occupational requirement.

Notes related to the accommodation request are kept in the member's file, separate from other general materials in order to avoid inappropriate disclosure of personal medical/health information.

RECORDS ACCESS

The Nova Scotia Cosmetology Association (the “Association”) will provide an applicant with access to all records held by the Association that are related to the applicant’s credential revue application.

Request

- A request for access to an applicant’s records must be made by the applicant to the Executive Director in writing.
- A request for access to an applicant’s records may be made by any person authorized by the applicant, in writing, to communicate with the Association on the applicant’s behalf.

Timing

- The Association will respond to an applicant’s request for access to their records within 30 days of receiving the applicant’s request.
- The Association will retain copies of records relating to an applicant’s application for a period of one year following receipt of a completed application package for the applicant.
- Should the applicant become a member of the Association by licensing after their review, the information will be kept in the member’s file while they are a member of the Association.

Exclusions

The Association will not provide access to the following documents that may form part of an applicant’s record:

- documents subject to legal privilege;
- reference letters, unless the provider of the reference letter explicitly authorizes the letter to be disclosed;
- documents that are prohibited from disclosure pursuant to any provincial act or legislation;
- documents that could reasonably be expected to threaten or harm the mental or physical health or the safety of another person; or
- documents that could negatively affect public safety or undermine the integrity of the registration process.

Access

- An applicant's records may be viewed in-person at the main office of the Association by appointment.

Fees

- The Association will charge a flat fee of \$20.00 (plus HST), to cover the cost of gathering and preparing an applicant's records to be released.
- If an applicant requests their records be sent by courier or mail, the applicant shall pay the cost of the courier or mail service.

Corrections

If an applicant believes the information held by the Association is inaccurate, the applicant may request that the Association correct its records by making a written request to the Executive Director of the Association with documentation supporting the applicant's request.