
NOVA SCOTIA
COLLEGE OF
SOCIAL WORKERS
(NSCSW)

Fair Registration
Practices Act (FRPA)
Review & Progress
Report
December 2017

Province of Nova Scotia

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Statement of Compliance

The Nova Scotia College of Social Workers (NSCSW)'s 2017 Action Plan was developed in response to the recommendations resulting from the Fair Registration Practices Act (FRPA) Review Process. These actions will support fairer assessment of all applicants and registration practices that are consistent with the FRPA.

The NSCSW has made progress on a several aspects of its registration processes since the initial 2014 FRPA Review.¹ The College has revised its regulations to include an internal review process and made changes in requirements for submission of transcripts which has led to increased transparency and streamlining of registration processes. Improvements have been made to the website to enhance navigability, clearly articulate pathways to licensure, provide information on requirements for document translation and links resources and pertinent websites. NSCSW has also demonstrated a commitment to addressing issues around international qualification recognition (IQR). The College's Registrar and Executive Director, Alec Stratford, is a member of the Internationally Educated Social Worker's Multi-stakeholder Work Group—a collaborative, profession-specific working group which aims to ensure fair, transparent and equitable pathways to licensure to help internationally educated social workers become qualified and integrated into the Nova Scotia workforce.

Considering the NSCSW's commitment to continuous improvement of registration practices, I expect the NSCSW to address the following recommendations that have resulted from the FRPA review process:

- continue making enhancements to its website, including the development of quality assurance metrics and visual pathways to licensure
- add information to NSCSW website re: cost of credential assessment by third party (CASW).
- develop formal policies/Regulations and procedures around the following and make them available to applicants:
 - reviewing/updating the website
 - accommodations for applicants with physical/mental disabilities
 - response times to inquiries
 - acceptance of alternative information if required documentation cannot be obtained for reasons beyond the applicant's control
 - access to documentation
 - internal review process
- amend s.14(1)(a) of Regulations so that requests for internal review are forwarded directly to the Registration Appeal Committee (suggest striking phrase "determine if the claim has merit and"), and
- add rationale and additional measures of CFTA legitimate objective exception to website

We appreciate the NSCSW's cooperation during the conduct of the registration review.

Sincerely,

Cara Spittal
Review Officer, Fair Registration Practices Act

¹ The Nova Scotia Association of Social Worker's 2014 FRPA Review Report is available at:
<https://novascotia.ca/lae/RplLabourMobility/documents/NSASWReportFinal.pdf>

Introduction

The purpose of the Fair Registration Practices Act (FRPA) Review is to share the Review Officer's understanding of progress made by the Nova Scotia College of Social Workers' (NSCSW) regarding the fair consideration of individuals applying for registration from outside of the province.² During the FRPA Review Process, a regulatory body's registration practices are measured against both the specific and general duties outlined in the *Fair Registration Practices Code*—all of which encompass the overarching principles of transparency, objectivity, impartiality and procedural fairness.³

The analysis is based on the FRPA Review Officer's review work with the NSCSW to date. The *Nova Scotia College of Social Workers 2017 Review* captures the results of the FRPA Review Process and includes an inventory of exemplary licensing practices and an Action Plan that holds the NSCSW accountable for continuous improvement within two years of the review.

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

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

³ 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.

Context of the Profession in Nova Scotia⁴

Occupational Profile

On May 16th, 2016 the Executive Council of the Nova Scotia Government proclaimed amendments to the Social Workers Act. The amendments to the Nova Scotia Social Workers Act renewed the Nova Scotia College of Social Worker's mandate, which includes the directives to:

- Serve and protect the public interest.
- Preserve the integrity of the social work profession.
- Maintain public confidence in the ability of the social work profession to regulate itself, and in the public interest.
- Advance and promote the practice of social work.
- Encourage members to participate in affairs promoting the practice of social work and advocate for the development, enhancement, and promotion of policies to improve social conditions and promote social justice.

Organizational Description

The NSCSW exists to serve and protect Nova Scotians by effectively regulating the profession of social work. Social workers in Nova Scotia work in solidarity with Nova Scotians to advocate for policies that improve social conditions, challenge injustice and value diversity.

Our Pillars

In delivering its mandate, NSCSW focuses on the following key areas:

Regulation

We establish, maintain and regulate standards of professional practice to ensure Nova Scotians receive the services of skilled and competent social workers who are knowledgeable, ethical, qualified and accountable to the people who receive social work services.

Member Services

We provide membership services to support registered social workers in maintaining the highest standards of professional competency, and that enable participation in a broader provincial social work community.

Engagement & Communication

We engage with members, Government, employers, community groups, and citizens to build a stronger social work community, and to advance the social work profession in Nova Scotia.

⁴ Information supplied by the Nova Scotia College of Social Workers.

Advocacy

We engage with Nova Scotia's social work community in advocating for improvement to social policies, programs, and social justice.

Leadership & Accountability

We provide responsive, accountable leadership to ensure the highest standards of social work for Nova Scotians.

Our Values

Our work is grounded in integrity and professionalism which calls on us to be:

Respectful

The College is respectful of the inherent dignity of every individual, and strives for cultural humility and social change.

Accessible

NSCSW provides communication and services that are accessible province-wide for members, stakeholders, and the public.

Ethical

NSCSW follows the established national Code of Ethics that adheres to the values of the social work profession.

Progressive

NSCSW is proactive in reflecting the values of social work, and supports innovation through education, research, and transformative community engagement, for the sake of social justice.

Active Membership Requirements

All Active Registered Social Workers (including employed, unemployed and self-employed individuals) are required to maintain 40 hours of professional development activity in social work each year. Members will be asked to report their activities upon renewal of their registration. Reporting may include formal and informal activities outlined in the NSCSW professional development activities found on the NSCSW website.

Registration Requirements

An application for registration with the College with a degree in a social work from an accredited school shall include the following information, which is uploaded directly to the applicants' profile:

1. Completed online application form accompanied by a non-refundable \$100.00 application fee
2. Consent for release of information to employer concerning status of your application ([click here](#))

3. Current Resume
4. Job description (if employed)

The following, original documents must be mailed directly to the College:

1. University transcript (BSW/MSW) sent from University directly to the NSCSW
or
A letter from the University confirming completion of BSW/MSW degree program (if you are awaiting convocation).
2. Two completed reference forms [click here](#). These forms should be given by you to your referees for completion, to be forwarded by them directly to the Board office.
3. Criminal Record Check (contact local police or visit <http://www.backcheck.net/nscsw/>)
4. [Child Abuse Registry Check](#)

AIT Transfer

All Applications who are currently Registered in another province must include the following documentation, which must be uploaded to their applicant profile:

1. Completed online application form accompanied by a non-refundable \$100.00 application fee,
2. Consent for release of information to employer concerning status of your application ([click here](#)),
3. Current Resume,
4. Job description (if employed).

The following original documents must be mailed directly to the College:

1. A letter of good standing from your provincial regulatory authority.
2. University transcript (BSW/MSW) sent from University directly to the NSCSW
Or
3. A letter from the University confirming completion of BSW/MSW degree program (if you are awaiting convocation)
4. Two completed reference forms [click here](#). These forms should be given by you to your referees for completion, to be forwarded by them directly to the Board office.
5. Criminal Record Check (contact local police or visit <http://www.backcheck.net/nscsw/>)
6. [Child Abuse Registry Check](#)

International Applicants

An application for registration with the College with a degree in a social work from an unaccredited CASWE or CSWE school must have their credentials assessed through the CASW. Applicants must also upload to their applicant profile:

1. Completed online application form accompanied by a non-refundable \$100.00 application fee
2. Consent for release of information to employer concerning status of your application ([click here](#))
3. Current Resume
4. Job description (if employed)

Original copies of the following documents must be mailed directly to the College:

1. An Assessment of Credentials from the CASW
2. Two completed reference forms. These forms should be given by the applicant to their referees for completion, to be forwarded by them directly to the Board office.
3. Criminal Record Check (contact local police or visit <http://www.backcheck.net/nscsw/>)
4. [Child Abuse Registry Check](#)

Organizational Structure and Staffing

The NSCSW is governed by an elected Council. The President, Vice-president, Secretary, Treasurer, Immediate Past President and other members are elected or appointed and hold office in accordance with the by-laws. The Council is responsible for the business and affairs of the College and may exercise such powers and functions as are conferred or imposed upon it by the Social Workers Act or the by-laws. The NSCSW Council's priority is protection of the public. To ensure the regulatory, complaints and discipline decisions of the College are at arm's length from the overall governance of the organization, the Board of Examiners has autonomy over regulatory issues, complaints and discipline decisions, except for when the act or regulations grant an appeal process.

The NSCSW Council employs an Executive Director/Registrar, who oversees the operations of the College, as well as:

- Regulatory Practice Consultant
- Regulatory and Applications Administrator
- Professional Practice Consultant
- Promotions Coordinator
- Executive Assistant

For details on each job description, see: <http://nscsw.org/about/nscsw-staff/>

Overview of Registration Process

Registration Information

- An automated, on-line form is accessible via the NSCSW website: www.nscsw.org
- A process for applicants to track application status will be available with the launch of NSCSW's new database in 2018.

Registration Process

Once an applicant submits all required documentation, the completed application is presented to the Board of Examiners.

Time for Processing

Completed applications are presented to the Board of Examiners for approval. All material must be available 10 days prior to the Board meeting. The Board meets monthly, eleven times a year. Notification of the Board's decision is mailed to applicants within a week after the decision. Applicants names are added to the Register of Social Workers and Social Worker Candidates within one week of approval.

Pending review of an application by the Board, the Registrar may grant temporary registration for a period of up to 30 days. For more information about temporary status, please contact the office.

Applicants denied licensure are informed in writing with reasons.

Application Procedure

Once an applicant has completed the application form and paid the application fee they have 6 months to submit all of their supplemental application documentation (eg. transcripts, criminal record check, etc.). Once the application has been approved by the Board of Examiners the applicant has 30 days to pay the registration fee.

Information on Registry

All Registered Social Workers and Social Worker Candidates are required to provide the Board of Examiners with the following information:

- a current address
- telephone number
- place of employment

Registration Appeal

Upon the Board's refusal to issue a certificate of registration, the Executive Director/ Registrar will inform the applicant in writing and provide reasons with the Registrar's proposal. In the cover letter of the Registrar's proposal, applicants will be informed that they may request a review of the Board of Examiner's decision to refuse to issue a certificate of registration within 30 days of receipt of the Registrar's proposal.

In the event that an applicant appeals the initial registration decision, the Registration Appeals Committee will conduct an internal review. This may take several months before the Committee begins the review of your request. The length of time it takes for the Committee to render a decision depends on the unique circumstances of each individual's application, additional information submitted during the review process and the Registrar's proposal.

Cost of Registration (including payment methods)

Date	Active	Associate	Accepted Payment Type
January 1 – December 31	\$416	\$208	Payments can be made online, by telephone, or in the office via credit card, debit or cheque
April 1 – December 31	\$312	\$156	
July 1 – December 31	\$208	\$104	
October 1 – December 31	\$104	\$52	
Student Member	\$10		
Retired Associate Member	\$50		
Application Fee	\$100		
Re-Instatement Fee	\$100		
Private Practice Application Fee	\$50		
Private Practice Listing Fee (one-time payment)	\$50		

2016 Registration Data

The following is a copy of the information provided to the FRPA Review Office through the Annual Assessment Questionnaire.

#	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.	1,719
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. 	60
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant - n/a for trades - issue a Certification of Qualification. 	50
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) Internationally, new applicant. 	6
	<ul style="list-style-type: none"> AIT Transfers, applicants already registered in another Canadian jurisdiction. 	28
	<ul style="list-style-type: none"> Total number of applicants. 	144
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"> Social Worker Candidate 	110
	<ul style="list-style-type: none"> Registered Social Worker 	74
	<ul style="list-style-type: none"> Private Practice 	28
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"> Accepted: Rejected: Still in process: Withdrawn: 	
	<ul style="list-style-type: none"> Accepted: 	60
	<ul style="list-style-type: none"> Rejected: 	0
	<ul style="list-style-type: none"> Still in process: 	0
	<ul style="list-style-type: none"> Withdrawn: 	0

	○ <i>File inactive or closed:</i>	0
	● Received qualifications In Canada, new applicant:	
	○ <i>Accepted:</i>	50
	○ <i>Rejected:</i>	0
	○ <i>Still in process:</i>	0
	○ <i>Withdrawn:</i>	0
	○ <i>File inactive or closed:</i>	0
	● Received qualifications (training/work experience for trades) internationally, new applicant:	
	○ <i>Accepted:</i>	6
	○ <i>Rejected:</i>	0
	○ <i>Still in process:</i>	0
	○ <i>Withdrawn:</i>	0
	○ <i>File inactive or closed:</i>	0
	● AIT transfers, applicants already registered in another Canadian jurisdiction:	
	○ <i>Accepted:</i>	28
	○ <i>Rejected:</i>	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	2:

	<ul style="list-style-type: none"> British Columbia 	6
	<ul style="list-style-type: none"> Manitoba 	14
	<ul style="list-style-type: none"> New Brunswick 	10
	<ul style="list-style-type: none"> Newfoundland & Labrador 	2
	<ul style="list-style-type: none"> Ontario 	7
	<ul style="list-style-type: none"> Quebec 	3
6	<p>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).</p>	
	<ul style="list-style-type: none"> United States of America 	5
	<ul style="list-style-type: none"> India 	1
7	<p>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.</p>	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) In NS, new applicant: 	14
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant: 	14
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) Internationally, new applicant: 	14
	<ul style="list-style-type: none"> AIT transfers, applicants already registered in another Canadian jurisdiction: 	14
8	<p>Average registration process time (or application approval) for those who received their qualifications as indicated below.</p>	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) In NS, new applicant: 	14
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant - n/a for trades - issue a Certification of Qualification 	14

	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) Internationally, new applicant 	14
	<ul style="list-style-type: none"> AIT transfers, applicants already registered in another Canadian jurisdiction 	14
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: 	Regulatory body costs: \$516 (\$100 application fee, \$416 registration fee) Other: \$45 (criminal record check, transcripts)
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant: 	Regulatory body costs: \$516 (\$100 application fee, \$416 registration fee) Other: \$45 (criminal record check, transcripts)
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) internationally, new applicant 	Regulatory body costs: \$516 (\$100 application fee, \$416 registration fee) Other: \$380 (criminal record check, transcripts, CASW equivalency assessment fee)
	<ul style="list-style-type: none"> AIT transfers, applicants already registered in another Canadian jurisdiction: 	Regulatory body costs: \$516 (\$100 application fee, \$416 registration fee) Other: \$45 (criminal record check, transcripts)
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"> 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
	<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

Summary from 2014 FRPA Review report:

The following table summarizes the Action Plan from the Nova Scotia Association of Social Workers' 2014 Review report and the progress that has been made by the NSASW (now the NSCSW) in achieving each action item.

#	Action	FRPA Reference	Completed	Not completed	Outcome/Rationale
1	<ul style="list-style-type: none"> • Improve website to: <ul style="list-style-type: none"> ○ enhance navigation; ○ pathway to licensure; ○ articulate steps in the registration process; ○ information on document translation requirements, etc. ○ provide links to pertinent websites will be made (e.g. Immigration Settlement and Integrated Services (ISIS), Nova Scotia Start, Form of Labour Market Ministers (FLMM) Labour Mobility). ○ use bullets lists and plain language where possible. 	6; 8(d); 16(3)(b)	Completed October 21 2016		<p>Website survey has indicated the following</p> <p>Q2 Overall, how well does our website meet your needs? Answered: 54 Skipped: 2</p> <p>Q3 How easy was it to find what you were looking for on our website? Answered: 54 Skipped: 2</p> <p>Q3 How easy was it to find what you were looking for on our website? Answered: 54 Skipped: 2</p>
2	<ul style="list-style-type: none"> • Develop policy (requirements for registration) on communicating fee 	6; 7; 9	September 2016		<ul style="list-style-type: none"> • Regulations were updated to provide clearer process for registration • These details were added to the website

	structure, timelines, and steps in registration process.				
4	<ul style="list-style-type: none"> Document the two-year paid social work experience requirement on the website for out of province applicants. Create a more direct link for out-of-province applicants. 	6; 7(c)(d)		In progress	<ul style="list-style-type: none"> The Candidacy program is currently under review and is being redeveloped by a Committee, once completed and adopted by Council this criteria will be made clearer
5	<ul style="list-style-type: none"> Develop of Internal Procedures Manual, including: <ul style="list-style-type: none"> policy on accommodation for those applicants with physical or mental disability; formal process for providing written decisions; process for considering: <ul style="list-style-type: none"> access to records information about the internal review process; and Agreement in Trade (AIT) provisions. 	6; 7; 8; 9; 10; 11; 12		In progress	<ul style="list-style-type: none"> Procedures manual has started for Registration process, final manual will be completed upon the completion of the Candidacy program and Private Practice committees review of current procedures. It is expected that the draft manual will be finalized in January 2018.
6	<ul style="list-style-type: none"> Document the procedure for unsuccessful applicants (including written decision) through the exam committee. 	6; 7; 8		In progress	We have not adopted an exam process.
7	<ul style="list-style-type: none"> Document criteria for assessment available through the exam committee. 	6; 7		In progress	We have not adopted an exam process and are not planning to do so at this time.
8	<ul style="list-style-type: none"> Document “steps in the Registration Process,” including fees and timeframes. 	6; 7; 8	Oct 21 st , 2016		Updated with website redevelopment

Exemplary Practices

As part of its continuous improvement strategy, the FRPA Review Office identifies the commendable practices of regulated professions in Nova Scotia.

The NSCSW is committed to ensuring that applicants have access to registration practices that are transparent, objective, impartial and procedurally fair. During the FRPA Review Process, the progressive steps that the NSCSW has taken to improve registration practices were brought to light, including:

- Performed a complete redesign of the NSCSW website, based on member feedback, focus groups and surveys. The outcome of the engagement directed how information was organized and sorted, with the FRPA standards as a guide.
- Development of regulations, including:
 - Internal review process
 - Change in requirements for transcripts from International applicants ie only need assessment of equivalency
- Redevelopment of the Candidacy program
- Development of policies and procedures around the registration process, which have provided more accountability and transparency and consistency to Board of Examiners' decisions.
- Modification of Private Practice requirements
- Development of a new database which will enhance the transparency of the application process by allowing for greater clarity of application status for tracking.
- Working with CASW to evaluate their equivalency program to provide consistency and ensure protection of the public.
- Attending quarterly FRPA events
- Redeveloped the Board of Examiners Orientation with education on AIT in order to align with the overall strategic and operational plans of the NSCSW. Professional developmental opportunities are offered to enhance the specific outcomes staff are required to complete.
- Continuous staff professional development - staff are provided opportunities to engage with Clear, CNAR, ASWB, specific administrative law training for staff and board. This overall embeds staff knowledge in best practices and emerging trends in regards to regulatory issues.
- Attended meetings with the Multi-Stakeholder Working Group Consultant/ISANS with the goal of providing clarity, transparency and accountability for International applicants

Fair-access Analysis

Overall, the Nova Scotia College of Social Worker’s registration practices comply with *the Fair Registration Practices Code* as outlined in Sections 6 to 12 of the *Act (FRPA)*.

Per Section 16 of the Act, the registration practices of a regulating body must be reviewed and a public report produced. The FRPA Office works with the regulatory bodies to assess their registration practices against the Fair-access Guidelines listed below, and develop an Action Plan to help each body improve their practices and comply with the act.

The NSCSW’s responses to the FRPA Review Survey are detailed below, along with the Review Findings determined by the Review Officer in accordance with the Act.

FRPA Review Questionnaire and Assessment

	Question	Respondent Answer	Compliance Guideline	Review Finding	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)?	<p><i>Internet, Email, Telephone</i></p> <p><i>Potential applicants receive information in regards to our registration practices via our website, by calling our regulatory and applications administrator, via email or in person.</i></p> <p><i>At this time applicants are only able to track their application status by contacting our office via email or telephone. We are however, updating to a new database system in the new year which will have the capability of allowing applicants to track their application status by signing into their online member profile.</i></p> <p><i>Currently the NSCSW has a pop up survey on the website which allows user to provide feedback.</i></p>	<p>Level 1 Paper forms and information made available to applicants via regular post, Telephone</p> <p>Level 2 E-mail forms and information, telephone.</p> <p>Forms and information can be downloaded from website to be emailed/faxed/mailed in after completion</p> <p>Level 3 Automated on-line form on website and information is</p>	Level 2	16(3)(g)

			easily accessible on a website Process in place for applicants to track application status		
1b	Can applicant begin the process outside of Canada?	Yes	Level 1 No Level 2 Yes	Level 2	
2	Please provide a link to your website.	www.nscsw.org	Level 1 No website Level 2 Website is not up to date Website is not in plain language Website does not have links for international applicants	Level 3	16(3)(g)
2a	I believe that information on our website is: clear and understandable , written in plain language?	Agree			
2b	On what basis do you make changes to your website?	<i>Feedback from Applicants & Policy Change</i>			
2c	When was the section of the website pertaining to registration last updated?	<i>On-going</i> <i>Our organization went through a re-brand which launched in October 2016. This launch included a new website in which the application for registration was updated.</i>	Website does not contain all forms and/or guidelines Level 3 Website content is reviewed for accuracy and updated annually Website is in plain language		

			<p>Website is easy to navigate (e.g. international applicants)</p> <p>Website contains all forms and/or guidelines</p> <p>Information on pathway to licensure</p>		
3a	Are your requirements (e.g. education, work experience, examination and fees) for registration specified by legislation, regulation and/or policy?	<i>Legislation, Regulation, Policy</i>	<p>Level 1 Policy describing the registration process does not exist or is not documented</p> <p>Documents only available upon specific request</p>	Level 2	7(a), 7(c), 7(f), 16(3)(a), 16(3)(d)
3b	Specify the appropriate section(s)	<p><i>Legislation: Education, work experience, and examination: Social Workers Act, Sections 22(1) and 22(2)</i></p> <p><i>Regulations: Education, work experience, and examination: Sections 1-2 of the NSASW's Regulations.</i></p> <p><i>By-Laws: Sections 32-34, 37, Schedule "A"</i></p>	<p>Level 2 Policy exists to describe certain aspect of registration process</p> <p>Available to the applicant</p>		
3c	Is this information made available to applicants	<p>Yes</p> <p><i>The Act, Regulations and By Laws are available on our website.</i></p> <p>http://nscsw.org/about/nscsw-council/</p>	<p>Level 3 Policy exist to describe all aspects of the registration practices</p> <p>Available to the applicant</p>		

4	Are you waiting for legislation to be passed?	No	N/A	N/A	
5a	Is the criteria for meeting the requirements of registration documented?	Yes	Level 1 Criteria is made available to applicants verbally but no supplemental documentation	Level 2*	7(d), 16(3)(b)
5b	Do you provide applicants 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)?	<p>Yes</p> <p><i>As of now the education requirement is a BSW or MSW at min. This information is provided in the Act and Regulations as well as the website http://nscsw.org/applicants/</i></p> <p><i>Other criteria are also described such as experience necessary (Section 22(2) of the Act)</i></p>	<p>Level 2 Criteria is documented and made available to applicants</p> <p>Limited information about the standard you will be assessed against</p> <p>Level 3 Criteria is documented and made available to applicants</p> <p>Criteria clearly outlines all assessment methods to be used and what competencies are being assessed by each method</p> <p>Applicants know the</p>		

* Criteria to register as a social worker is clearly documented (Level 3), but criteria to register as a social worker in private practice is not (Level 2).

			required standards that they will be assessed to		
6	If you require translation of specific documents how is the applicant informed?	<p><i>Web Site, Email, Telephone</i></p> <p><i>From our website</i></p> <p><i>Translation of Documents</i></p> <p><i>Documents that are not in English must be translated before they are submitted to the College and/or a credentials evaluation agency. You must provide your original documents plus a precise word-for-word translation in English. This must be a certified translation, accompanied by a cover letter from an accredited translator including:</i></p> <ul style="list-style-type: none"> • <i>The exact name of the documents which have been translated.</i> • <i>The method by which the accredited translator received the documents.</i> • <i>Any comments about the accuracy of your documents.</i> • <i>The date of the translation.</i> • <i>The accredited translator's identification number and/or seal.</i> 	<p>Level 1</p> <p>No indication of translation requirements</p> <p>Available to applicants upon request</p> <p>Level 2</p> <p>Translation requirements indicated but not specific</p> <p>Available to applicants</p> <p>Level 3</p> <p>Translation requirements documented with specific instruction</p> <p>Available to applicants</p>	Level 3	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 /	<p>Yes</p> <p><i>Our website has 3 pages dedicated to applicants, one is for applicants applying from Nova Scotia, another is for applicants applying from another province and the third is for international applicants. Each page outlines the process required based on their registration history.</i></p> <p><i>Registrants from another province are required to submit a letter of good standing from their registering body and follow the application process for applicants within Nova Scotia.</i></p>	<p>Level 1</p> <p>Yes – process not documented</p> <p>Level 2</p> <p>Yes – process documented</p> <p>Level 3</p> <p>Yes – process documented and made public on website</p>	Level 2	3

	Canada Free Trade Agreement)?		Any additional requirements approved by government are explained on website		
8	Does your organization make accommodation for applicants with physical or mental disability?	<p>Yes</p> <p><i>We aim to be as inclusive as possible, when required we make every effort to accommodate applicants.</i></p> <p><i>We do not have a written policy but do try to make accommodations if requested.</i></p>	<p>Level 1 Yes – process not documented</p> <p>Level 2 Yes – process documented</p> <p>Level 3 Yes – process documented and available to applicant</p>	Level 1	16(3)(h)
9a	Is any of your assessment process conducted by a third party (i.e. national bodies, credential assessment agencies, etc.)?	Yes	<p>Level 1 Regulatory body assumes that the certifying organization meets FRPA standards</p> <p>Level 2 Regulatory body has received documentation indicating that the certifying organization meets FRPA standards</p> <p>Level 3 Regulatory body has influence with</p>	Level 3	16(3)(i)
9b	If so, please specify the name of the organization and describe their role.	<p><i>Canadian Association of Social Work Educators: Accredited SW programs</i></p> <p><i>Canadian Association of Social Workers (CASW): assess international credentials</i></p>			
9c	Please indicate the types of activities that they assist with.	<p><i>Credential Assessment, Verification of Documents, Recognition of Prior Learning, Other</i></p> <p><i>Other: Research, publications, consultation, member support http://caswe-acfts.ca/about-us/mission/</i></p>			
9d	Can you describe how	<i>MOU</i>			

	they adhere to the General Duties of the Regulatory Body as outlined in the Act, including transparency, objectivity, impartiality and procedural fairness?		the certifying organization (e.g. membership) or has an agreement with the certifying organization		
9e	Are you informed of all decisions made by third parties on applicants?	Yes			
9f	Does the third party have an internal review process for unsuccessful applicants?	<i>Yes both the CASW and CASWE have an external review process</i>			
10a	What types of supports do you provide to applicants during the registration process?	<p><i>Internet, Telephone, Print Material</i></p> <p><i>Print: A letter is mailed to the proposed supervisor of an applicant explaining what they are required to provide.</i></p> <p><i>Telephone: Our applicants call for clarification, or to check that we have received all that is needed for their application.</i></p> <p><i>Other: We will email applicants who have not yet submitted all their required documents to remind them of what they still need.</i></p>	<p>Level 1 None</p> <p>Level 2 Multiple types of supports exist but not well documented</p> <p>Level 3 Multiple types of support exist, well defined and accessible</p>	Level 3	7(e), 16(3)(k)
10b	Have you had applicants who need support mechanisms that you can't provide or are not available?	No			
11	Where practical, do	Yes	Level 1	Level 3	8(d)

	you provide unsuccessful applicants with information on programs and services they can participate in to facilitate successful registration in the future?	<p><i>If they are missing qualifications they will be informed of what those qualifications are. If we are aware of schools that will accommodate them, we will inform them of the school and program.</i></p> <p><i>In private practice applications for example, applicants may sometimes not have the necessary experience for the specialization they wish to pursue and this will be indicated to them.</i></p>	<p>Only upon request</p> <p>Not documented</p> <p>Level 2 Yes – not documented</p> <p>Level 3 Yes – documented and available to applicant</p> <p>Applicants are told what their competencies gaps are that need to be addressed</p>		
12	Do you have a reasonable timeframe to respond to inquiries from applicants?	<p><i>Very Reasonable</i></p> <p><i>We typically respond to inquiries from applicants within 1-2 business days.</i></p> <p><i>We don't have a written policy in place but we try to respond to all inquiries within one business day.</i></p>	<p>Level 1 No policy</p> <p>Level 2 Policy in Place</p> <p>Level 3 Policy in place and accessible</p>	Level 3	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	<p>Level 1 Upon request, limited documentation and no standard timeline</p> <p>Level 2 Some documentation</p> <p>Level 3 Well-documented</p>	Level 3	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	process with clearly established timelines		
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.	<p><i>Our 2016 Regulations include a registration appeal process which is very clearly laid out. Applicants are made aware of our process and timelines and we ensure communication through email and registered mail.</i></p> <p><i>Registration Appeal Committee</i></p> <p><i>13. (1) Where the Act authorizes an appeal under section 25(3) of the Social Workers Act from a decision of the Board of Examiners, the appeal shall be conducted by the Registration Appeal Committee.</i></p> <p><i>a. The Registration Appeal Committee shall be appointed by the Chair of the Board of Examiners.</i></p> <p><i>b. It shall be made up of at least one public member and no less than two registered social workers who are in good standing and who were not part of the registration review process.</i></p> <p><i>Registration Appeal Committee Review Process</i></p> <p><i>14. (1) Where an application for registration is denied, or where an applicant disagrees with terms and conditions of registration, or where an application for the renewal of a registration is denied, the applicant may submit a written request for review to the Registration Appeal Committee within thirty (30) days from the day of the decision to deny the registration.</i></p> <p><i>a. The request for the Registration Appeal Committee review must be made in writing to the Executive Director/ Registrar, who shall determine if the claim</i></p>			

has merit and forward the request to the Registration Appeal Committee.

b. The Executive Director/ Registrar shall, within a reasonable time, provide the Registration Appeal Committee and the applicant with a copy of all records relating to the application in the possession of the College, subject to any lawful restrictions, and a copy of the written decision.

(2) The Registration Appeal Committee shall determine the manner in which the review shall be conducted, which may include:

a. hearing of the matter, where both parties have the opportunity to present evidence and to make oral submission;

b. review of the written record together with written or oral submissions from the parties, as determined by the Registration Appeal Committee;

c. such other procedure as the Registration Appeal Committee may determine.

(3) In a review before the Registration Appeal Committee, the parties are the applicant and the College (through a representative appointed by the Executive Director/ Registrar).

(4) The Registration Appeal Committee may determine its own procedure and may:

a. adjourn or postpone a proceeding from time to time;

b. amend or permit the amendment of any document filed in connection with the proceedings;

c. where a hearing is held:

i. order pre-hearing procedures, including pre-hearing conferences that are held in private, and direct the times, dates and places of the hearing for those procedures;

ii. order that a hearing, parts of a hearing or pre-hearing conference be conducted using a means of telecommunication that permits the parties and the committee to communicate simultaneously;

iii. administer oaths and affirmations;

iv. receive and accept such evidence and information on oath, affidavit or otherwise as the Registration Appeal Committee in its discretion sees fit, whether admissible in a court of law or not.

Evidence

15. (1) The following evidence is not admissible at a Registration Appeal Committee review process unless

		<p><i>the opposing party has been given at least 10 days' notice before the review:</i></p> <p><i>a. in the case of written or documentary evidence, an opportunity to examine the evidence;</i></p> <p><i>b. in the case of evidence of an expert, a copy of the expert's written report or if there is no written report, a written summary of the evidence and the qualifications of the expert; or</i></p> <p><i>c. where the Registration Appeal Committee authorizes the attendance of witnesses, the identity of the witnesses.</i></p> <p><i>(2) Notwithstanding Section 15(1), the Registration Appeal Committee may, in its discretion, allow the introduction of evidence that would be otherwise inadmissible and may make directions it considers necessary to ensure that the party is not prejudiced.</i></p> <p><i>(3) Where the Registration Appeal Committee has determined to hold a hearing, and the applicant fails to attend the hearing, the Registration Appeal Committee may proceed with the review in any event.</i></p> <p><i>(4) At the conclusion of the review process, the Registration Appeal Committee shall make its decision within a reasonable time and shall render a written decision with its reasons within a reasonable time.</i></p> <p><i>(5) The decision of the Registration Appeal Committee is final</i></p>			
14a	Do you provide information on what documentation of qualifications must accompany an application?	Yes	<p>Level 1 Documents indicated and communicated verbally</p> <p>Level 2 List of required documents indicated on website</p> <p>Process to verify document authenticity</p> <p>Level 3</p>	Level 2	9(a), 16(3)(a), 16(3)(b), 16(3)(e)
14b	Do you include a process for verification of documentation authenticity?	Yes	<p><i>Transcripts must come directly from the University in a sealed, stamped envelope, criminal records check and child abuse registry searches must be the original documents with the appropriate stamp and embossments. We will accept copies if the originals have been witnessed. Reference letters must be sent directly from the referee.</i></p>		

		<i>NSCSW will only accept original transcripts in a sealed envelope with the Universities security features such as the University seal etc. Criminal record checks and Child Abuse Registry search documents must also be the submitted in their original form with the police of dept of community services seal.</i>	N/A		
15	Do you provide information on the steps in the registration process including supporting documentation required at the various steps?	Yes <i>Our process is clearly laid out on our website and also provided via email and telephone if requested.</i>	Level 1 General information Not broken into steps Level 2 Step by step process indicate where applicant needs to supply information Level 3 Step by step process indicate where applicant needs to supply information Pathway to licensure	Level 3	7(c), 16(3)(a), 16(3)(b)
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	Yes <i>If an applicant has not yet convocated with will accept an official letter from the University until their transcripts can be obtained.</i>	Level 1 Yes – on a case by case basis Level 2 Yes – examples documented Process not clearly laid out or documented Level 3	Level 2	9(b), 16(3)(c)

	lieu of full documentation) ?		Yes – process clearly documented		
17	What difficulties or obstacles are faced by applicants who received their qualifications in a country other than Canada?	<p><i>Obtaining original documents & Verification of Credentials</i></p> <p><i>Applicants are required to have their credentials assessed by the CASW. This requires an assessment cost to the applicant on top of the regular application and registration fee. http://www.casw-acts.ca/en/what-social-work/international-assessment-credentials</i></p>	N/A	N/A	6, 9(b), 16(3)(c)
18a	Do you have a process for which requests for access documentation related to registrations are considered?	<p>Yes</p> <p><i>(1) Where an application for registration is denied, or where an applicant disagrees with terms and conditions on registration, or where an application for the renewal of a registration is denied, the applicant may submit a written request for review to the Registration Appeal Committee within thirty (30) days from the day of the decision to deny the registration.</i></p> <p><i>a. The request for the Registration Appeal Committee review must be made in writing to the Executive Director/ Registrar, who shall determine if the claim has merit and forward the request to the Registration Appeal Committee.</i></p> <p><i>b. The Executive Director/ Registrar shall, within a reasonable time, provide the Registration Appeal Committee and the applicant with a copy of all records relating to the application in the possession of the College, subject to any lawful restrictions, and a copy of the written decision.</i></p>	<p>Level 1 Not documented</p> <p>Level 2 Documented</p> <p>Level 3 Documented and made available to applicants</p>	Level 3	12, 16(3)(j)
18b	Is this made available to applicants?	No			
18c	Do you charge a fee?	No			

19	Does your Act include an authority to conduct an internal review of the registration decision?	<p>Yes</p> <p><i>Refusal to register</i></p> <p><i>25 (1) Notwithstanding Sections 22, 22A and 23, the Board may refuse to register, upon investigation by the Registrar, an applicant who, in the opinion of the Board,</i></p> <p><i>(a) has obtained or attempted to obtain registration pursuant to this Act by fraud or misrepresentation;</i></p> <p><i>(b) has violated the Code of Ethics;</i></p> <p><i>(c) has been convicted of an offence pursuant to this Act;</i></p> <p><i>(d) has been found guilty of conduct that is, in the opinion of the Board, conduct unbecoming of a registered social worker or registered social worker candidate;</i></p> <p><i>(e) displays incompetence in the practice of social work;</i></p> <p><i>or</i></p> <p><i>(f) has failed to renew registration through non-payment of the prescribed fees.</i></p> <p><i>(2) The Board shall inform the applicant, in writing, of its refusal to register the applicant.</i></p> <p><i>(3) An applicant who has been refused registration may apply to the Board, within thirty days from the date of written receipt of the refusal, for a review by the Board of its decision, by providing to the Registrar a notice in writing indicating the grounds for the review.</i></p> <p><i>(4) The Board shall, in every review hearing, give an opportunity to the applicant to be heard, to present evidence and to make representation.</i></p> <p><i>(5) The Board shall confirm or vary the decision reviewed and shall give reasons for its decision. 1993, c. 12, s. 25; 2001, c. 19, s. 8.</i></p>	<p>Level 1 N/A</p> <p>Level 2 N/A</p> <p>Level 3 Yes</p>	Level 3	7(a)
20	Do you have a regulation or by-law that defines the internal review process?	<p>Yes</p> <p><i>Our regulations, Section 13 (1) - 15, outline our registration appeal process, found on our website here: http://nscsw.org/wp-content/uploads/2016/10/Regulations-2016.pdf</i></p>	<p>Level 1 N/A</p> <p>Level 2 N/A</p> <p>Level 3 Yes</p>	Level 3	7(a), 10

21	When are unsuccessful candidates informed of their right to internal review of the registration decision?	<p><i>Included with a registration decision.</i></p> <p><i>Applicants, successful and unsuccessful are notified of their registration status within 5 business days of a decision.</i></p>	<p>Level 1 No specific timeline</p> <p>Level 2 Specific timeline</p> <p>Not documented</p> <p>Level 3 Specific timeline</p> <p>Documented and communicated</p>	Level 2	7(a), 10(1)
22a	Do you have an internal review process and procedures document (policy document)?	Yes	<p>Level 1 Yes</p> <p>Not documented</p> <p>Level 2 Yes</p>	Level 3	7(a), 10(1)
22b	Does this include time frames for the internal review?	Yes	<p>Documented</p> <p>Level 3 Yes</p> <p>Documented and available to applicant</p>		
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.	<p><i>Registration Appeal Committee</i></p> <p><i>13. (1) Where the Act authorizes an appeal under section 25(3) of the Social Workers Act from a decision of the Board of Examiners, the appeal shall be conducted by the Registration Appeal Committee.</i></p> <p><i>a. The Registration Appeal Committee shall be appointed by the Chair of the Board of Examiners.</i></p> <p><i>b. It shall be made up of at least one public member and no less than two registered social workers who are in good standing and who were not part of the</i></p>	<p>Level 1 Not documented</p> <p>Level 2 Documented</p> <p>Level 3 Documented and made available to applicant</p>	Level 3	7(a), 10, 16(3)(m)

registration review process. *Registration Appeal Committee Review Process*

14. (1) *Where an application for registration is denied, or where an applicant disagrees with terms and conditions of registration, or where an application for the renewal of a registration is denied, the applicant may submit a written request for review to the Registration Appeal Committee within thirty (30) days from the day of the decision to deny the registration.*

a. The request for the Registration Appeal Committee review must be made in writing to the Executive Director/ Registrar, who shall determine if the claim has merit and forward the request to the Registration Appeal Committee.

b. The Executive Director/ Registrar shall, within a reasonable time, provide the Registration Appeal Committee and the applicant with a copy of all records relating to the application in the possession of the College, subject to any lawful restrictions, and a copy of the written decision.

(2) The Registration Appeal Committee shall determine the manner in which the review shall be conducted, which may include:

a. hearing of the matter, where both parties have the opportunity to present evidence and to make oral submission;

b. review of the written record together with written or oral submissions from the parties, as determined by the Registration Appeal Committee;

c. such other procedure as the Registration Appeal Committee may determine.

(3) In a review before the Registration Appeal Committee, the parties are the applicant and the College (through a representative appointed by the Executive Director/ Registrar).

(4) The Registration Appeal Committee may determine its own procedure and may:

a. adjourn or postpone a proceeding from time to time;

b. amend or permit the amendment of any document filed in connection with the proceedings;

		<p><i>c. where a hearing is held:</i></p> <p><i>i. order pre-hearing procedures, including pre-hearing conferences that are held in private, and direct the times, dates and places of the hearing for those procedures;</i></p> <p><i>ii. order that a hearing, parts of a hearing or pre-hearing conference be conducted using a means of telecommunication that permits the parties and the committee to communicate simultaneously;</i></p> <p><i>iii. administer oaths and affirmations;</i></p> <p><i>iv. receive and accept such evidence and information on oath, affidavit or otherwise as the Registration Appeal Committee in its discretion sees fit, whether admissible in a court of law or not.</i></p>			
23b	Describe the opportunities made available to an applicant to make submissions respecting such review.	<p><i>Evidence</i></p> <p><i>15. (1) The following evidence is not admissible at a Registration Appeal Committee review process unless the opposing party has been given at least 10 days' notice before the review:</i></p> <p><i>a. in the case of written or documentary evidence, an opportunity to examine the evidence;</i></p> <p><i>b. in the case of evidence of an expert, a copy of the expert's written report or if there is no written report, a written summary of the evidence and the qualifications of the expert; or</i></p> <p><i>c. where the Registration Appeal Committee authorizes the attendance of witnesses, the identity of the witnesses.</i></p> <p><i>(2) Notwithstanding Section 15(1), the Registration Appeal Committee may, in its discretion, allow the introduction of evidence that would be otherwise inadmissible and may make directions it considers necessary to ensure that the party is not prejudiced.</i></p> <p><i>(3) Where the Registration Appeal Committee has determined to hold a hearing, and the applicant fails to attend the hearing, the Registration Appeal Committee may proceed with the review in any event.</i></p>			
23c	Specify the format for the internal review submission	<i>Oral & Written</i>			

23d	What is the timeline for submitted supporting evidence?	<i>Weeks</i> <i>within the regulations the review committee has the authority to extend the submission deadlines based on the context</i>			
24a	Are the results of the internal review made available to applicants in writing with reasons?	Yes	Level 1 Yes Level 2 Yes Specific timeline	Level 3	7(a), 10(3)
24b	In what timeframe are the results of the internal review made available to applicants?	<i>1-2 months</i>	Level 3 Yes Specific timeline and communicated		
24c	Are these timelines communicated?	Yes <i>They can be found in our regulations.</i>			
25	Have individuals who make internal review decisions received appropriate training?	<i>Yes, they are provided with an orientation to the Regulations.</i>	N/A	N/A	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-	Yes <i>Section 13(1)(b) of the Regulations states the committee shall be made up of at least one public member and no less than two Registered Social Workers who are in good standing and who were not part of the registration review process.</i>	Level 1 N/A Level 2 N/A Level 3 Yes	N/A ^{***}	7(a), 10(5), 16(3)(n)

*** Section 13(1)(b) of the Regulations does confirm that no one who acted as a decision-maker in respect of a registration decision acted as a decision-maker in an internal review (Level 3), but then section 14(1)(a) of the Regulations creates a barrier to the internal review process. See item 11 in Action Plan.

	maker in an internal review?				
27	Do you have any international agreements (i.e. reciprocal recognition) endorsed by your regulatory body or national organization?	<i>No</i>	N/A	N/A	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>	N/A	N/A	3
29	Does your legislation and/or regulations include labour mobility provisions (i.e. the ability to accept applicants already certified in another Canadian	<i>Yes</i>	N/A	N/A	Chapter 7, CFTA

	jurisdiction regardless of the requirements in the previous jurisdiction?				
30	Do you review the requirements of the other provincial regulatory bodies regularly?	Yes <i>The ED/R meets with other social worker regulators and American Social work regulators 4 times per year.</i>	N/A	N/A	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?	Yes	N/A	N/A	
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	No <i>We brought our regulations to a labour mobility coordinator for a review, workload and timeline was such nothing came of it.</i>	N/A		

	jurisdictions of the proposed change)?				
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FRPA Action Plan

In accordance with the *Fair Registration Practices Code*, the FRPA Action Plan outlines the measures that the NSCSW has agreed to take before the commencement of the FRPA Compliance Review in 2019.

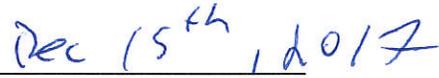
#	Action	Questionnaire Reference	FRPA Reference
1	<ul style="list-style-type: none"> • Continue to enhance website to include: <ul style="list-style-type: none"> ○ quality assurance metrics, ○ visual pathway to licensure, ○ plain-language assessment for all webpages ○ easily-accessible governing documents, and ○ ability for applicants to track application status. • Create a formal policy for reviewing/updating the website. 	1a, 2, & 15	16(3)(g)
2	<ul style="list-style-type: none"> • Develop and document clear criteria to assess applicants for registration as a private practice social worker and make criteria available to applicants. 	5	7(d), 16(3)(b)
3	<ul style="list-style-type: none"> • Add rationale and additional measures of CFTA legitimate objective exception to website. 	7	3
4	<ul style="list-style-type: none"> • Develop a formal policy regarding accommodations for applicants with physical/mental disabilities and make it available to applicants. 	8	16(3)(h)
5	<ul style="list-style-type: none"> • Develop formal policy and procedures re: response times to inquiries and make it available to applicants. 	12	7(b), 8(a), 8(b), 8(c)
6	<ul style="list-style-type: none"> • Develop a formal policy/process regarding the acceptance of alternative information if required documentation cannot be obtained for reasons beyond the applicant's control. 	16	9(b), 16(3)(c)
7	<ul style="list-style-type: none"> • Add information to NSCSW website re: cost of credential assessment by third party (CASW). 	17	6, 9(b), 16(3)(c)
8	<ul style="list-style-type: none"> • Develop, document, and publish a formal policy to provide access to documentation in the situation where an applicant's registration file contains documents not provided by the applicant. 	18	12, 16(3)(j)
9	<ul style="list-style-type: none"> • Expand the policy/Regulations regarding the internal review process to include: <ul style="list-style-type: none"> • a defined timeframe on when an unsuccessful applicant will be notified to their right to request an internal review, • a defined timeframe on when the applicant will receive documentation relevant to their application for appeal purposes (per Regulation 14(1)(b), and • a defined timeframe for the internal review panel to issue its decision, per Regulation 15(4). 	21, 22, 23, 24	7(a), 10(1), 10(3)
10	<ul style="list-style-type: none"> • Amend s.14(1)(a) of Regulations so that requests for internal review are forwarded directly to the Registration Appeal Committee (suggest striking phrase "determine if the claim has merit and"). 	19, 26	7(a), 10(5), 16(3)(n)

Disclaimer

The Nova Scotia College of Social Workers hereby declares that the information contained in this report is a true and accurate representation of current registration practices of their organization.



Registrar



Date

Appendix

- ✓ Fair-access guidelines
- ✓ Application for registration form
- ✓ Redacted rejection letter
- ✓ MOU with 3rd party assessor (CASW)
- ✓ Questionnaire from third party assessor (CASW)
- ✓ Web design best practices checklist

Fair-access Guidelines

The objective of the FRPA Review Process is to support continuous improvement. Fair-access Guidelines offer a benchmark and a transparent measure against which the registration practices of NS regulating bodies can be measured. The guidelines are subject to change as requirements and standards change.

16(3)(a) **requirements for registration**

Level 1 – internal policy not made available to applicants, general information not broken into steps

Level 2 – public policy made available to the applicant, step by step process indicates where an applicant needs to supply information

Level 3 – legislation or regulation/by-law, and policy made available to the applicant, step by step process indicates where an applicant needs to supply information, pathway to licensure

16(3)(b) **an explanation of how the requirements for registration are to be met**

Level 1 – criteria is made available to the applicant verbally but no supplemental documentation provided, general information not broken into steps

Level 2 – criteria is documented and made available to the applicant, step by step process indicates where an applicant needs to supply information

Level 3 – criteria is documented and made available to applicants, criteria outlines all assessment methods to be used and what competencies are being assessed by each method, applicants know the required standards that they will be assessed to, step by step process indicates where an applicant needs to supply information, pathway to licensure

16(3)(c) **acceptable alternative information to be provided by an applicant who cannot obtain documentation of qualifications for reasons beyond the applicant's control**

Level 1 – on a case by case basis

Level 2 – examples documented, process not clearly laid out or documented

Level 3 – examples and process clearly documented

16(3)(d) **the fees charged for registration**

Level 1 – policy outlining fees to be paid by applicants during the registration process does not exist or is not documented, documents made available only upon specific request

Level 2 – policy exists describing fees to be paid by application during the registration process

Level 3 – in legislation or regulation/by-law, and policy made available to the applicant

- information will be collected as a requirement of the annual data collection
-

16(3)(e) **copies of blank application forms for registration**

- relevant documents will be provided for assessment during the FRPA Review
-

16(3)(f) **the number of completed applications received and the number approved or rejected**

- information will be collected as a requirement of the annual data collection
-

16(3)(g) **how the requirements for registration are made available to potential applicants**

Level 1 – paper forms and information made available to applicants via regular post, telephone, no website

Level 2 – e-mail forms and information, telephone, forms and information can be downloaded from a website to be e-mailed/faxed/mailed in after completion, website is not up to date, website content is not written in plain language, does not have links for international applicants, does not contain all forms and guidelines

Level 3 – automated, on-line form on website is easily accessible on a website, process in place for applicants to track application status, website content is reviewed for accuracy and updated annually, website is in plain language, website is easy to navigate for international applicants, website contains all forms and guidelines

16(3)(h) **a description of existing accommodation practices for applicants with a physical disability or mental disability**

Level 1 – on a case by case basis

Level 2 – examples documented, process not clearly laid out or documented

Level 3 – examples and process clearly documented

16(3)(i) **an outline of the role of third-party assessors – how they adhere to General Duties of the Regulatory Body as outline in the Act**

Level 1 – regulatory body representation as a member of the 3rd party organization (e.g. board member) therefore kept informed

Level 2 – regulatory body representation as a member of the 3rd party organization with an unofficial, but documented agreement for the 3rd party to comply with FRPA

Level 3 – regulatory body is a member of the 3rd party organization with an official signed agreement, have a point of contact with the 3rd party

16(3)(j) **a description of the process under which requests for access to records are considered**

Level 1 – on a case by case basis, not documented

Level 2 – process documented

Level 3 – process clearly documented and made available to applicant

16(3)(k) **information about any support the regulating body provides to applicants during the registration process**

Level 1 – no supports provided

Level 2 – multiple types of supports exist but not well defined (e.g. links to ISIS and Careers Nova Scotia)

Level 3 – well defined and communicated (e.g. links to ISIS and Careers Nova Scotia)

16(3)(l) **information about the length of time, commencing from the date of receipt of a completed application, that the registration practices for that regulating body usually take**

- information will be collected as a requirement of the annual data collection
-

16(3)(m) **a description of the internal review process available to applicants who are not granted registration, including opportunities provided to an applicant to make submissions respecting such review**

Level 1 – process not documented

Level 2 – process documented but not readily available to applicant

16(3)(n) **a statement that no one who acted as a decision-maker in respect of a registration decision acted as a decision-maker in an internal review**

- compliant or non-compliant
-

16(3)(o) **the number of internal reviews carried out in the reporting period and the timelines for making decisions on those reviews**

- information will be collected as a requirement of the annual data collection
-

16(3)(p) **a description of the training provided to individuals who make internal review decisions**

- compliant or non-compliant
-

16(3)(q) **provision of details concerning individuals qualified outside of the Province**

- the number of applicants who received their qualifications outside of the Province but within Canada and a listing of the provinces of Canada where such qualifications were obtained
- the number of applicants who received their qualifications outside of Canada and a listing of the countries where such qualifications were obtained
- the number of applicants identified above accepted and rejected for registration during the reporting period.

- information will be collected as a requirement of the annual data collection

NOVA SCOTIA ASSOCIATION OF
Social Workers
BOARD OF EXAMINERS

1888 Brunswick St, Suite 700 , Halifax, NS, B3J 3J8
Tel: 902-429-7799 Fax: 429-7650

The Nova Scotia Association of Social Workers shall ensure that the public at all times receives the services of proficient and competent social workers of high ethical standards (Social Workers Act)

APPLICATION FOR REGISTRATION WITH THE
NOVA SCOTIA ASSOCIATION OF SOCIAL WORKERS

I certify that the information provided by me in this application is accurate and complete to the best of my knowledge and belief.

Date: Name: Signature: .

SECTION 1 - PERSONAL INFORMATION

(Name, as provided will be recorded in the Register and will appear on your certificate and membership card)

Surname: First Name: Middle Name: Other Name(s):

Preferred Name:

Date of Birth:

Home Address:

Phone:

Fax:

Email Primary:

Secondary Email:

Region: Halifax

Languages, other than english, in which you are able to provide social work services: English

SECTION 2 - EDUCATIONAL INFORMATION

List your post-secondary academic credentials

Degree Granted	Specialization	Educational Institution	Month and Year of Graduation
		Mount St. Vincent University	October 2017
		Mount St. Vincent University	April 2013

SOCIAL WORK PLACEMENT

First Placement

Agency/Organization/Institution: Quest

Address: 70 Memory Lane Lower Sackville NS B4C 2J3

Commencement Date: 09/01/2015

Termination Date: 04/01/2016

Supervisor:

Registered Social Worker: Yes

Second Placement

Agency/Organization/Institution: Mi'kmaw Family and Children Services

SECTION 4 - PRACTICE INFORMATION

Are you now or have you ever been registered, licensed or certified as a social worker or in another profession(s) in Nova Scotia or another Canadian province or territory or in a jurisdiction outside of Canada?: **No**

If yes, Name of Regulatory Body (agency/board/college):

Date of Membership: Are you still a practising member with this professional organization?: No

Province/State/Country: Is your registration/certificate/current?: No

If you are a member of more than one organization, please provide required information below.

Are you an International: No Country of Origin:

SECTION 5 - PROFESSIONAL CONDUCT

Where in Nova Scotia or any Jurisdiction

- | | |
|--|-----|
| 1. Have you ever had an application for registration, licensure or certification (professional credential) as a social worker or in another profession rejected? | No |
| 2. Have you been found in violation of ethical principles by a regulatory body? | No |
| 3. Have you ever had any professional credential limited, suspended or revoked? | No |
| 4. Have you been notified by a professional regulatory bod of any outstanding complaints? | No |
| 5. Have you voluntary surrendered a professional credential in response to an ethics charge? | No |
| 6. Have you ever been subject to formal disciplinary action by any employer, or have your employment suspended or terminated? | No |
| 7. Have you voluntarily resigned from an employment position rather than face disciplinary action or termination of employment? | No |
| 8. Have you ever been convicted of, or admitted to being guilty of a criminal offense? | Yes |
| 9. Are there any outstanding criminal charges against you at this time? | No |

*If you answered **yes** to any of the above, please provide details below. The Board may require further information in order to evaluate this application. Answering yes to any of the above **does not** automatically result in a rejection of this application:*

I was convicted of a DUI, November 6, 2007. I completed all aspects tied to my conviction (No driving for one year, fine, counselling. I completed all aspects to regain my license). I believe this was a terrible choice on my behalf but I have learned a valuable lesson from this. This was 10 years ago, I believe I have moved on from this and it does not define who I am. I have since completed 3 university degrees, I have worked in mental health or with individuals who have disabilities for approx., 10 years. I have all of my paperwork/information and money submitted for my pardon. I am awaiting the approval which should be completed by November 2017. I have paperwork to support this.

SECTION 6 - REFERENCES

Please give the names of two person (preferable registered in social workers) who can attest to your good character and competence:

Reference Name:

Contact Information: BSW - RSW at Mi'kmaw Family and Children Services -

Reference Name:

Contact Information: MSW - RSW at Quest -

APPLICATION AND PLEDGE:

I pledge and agree that if registered to practise social work with the Nova Scotia Association of Social Workers, I shall act in accordance with the laws and by-laws pertaining thereto and shall promote the objects thereof so far as may be within my power and shall maintain the ethical standards of the profession of social work. In addition, I agree to adhere to the Code of Ethics and Standards of Practice as adopted by the Nova Scotia Association of Social Workers.

By signing this form, I agree this information is accurate. I understand that non compliance may be cause for revocation of my registration and agree to notify NSASW within 30 days of any change(s) in the information reported.

Signature:

Date: 08/12/2017

FEE: Each application must be accompanied by an application fee of \$100 which is non-refundable.

Re: Private Practice Application

The Board of Examiners has reviewed your application for private practice and cannot approve it at this time. Section 32(1) of the NSCSW By-Laws states that Registered Social Workers shall, on application to the Board of Examiners, be registered as entitled to engage in the private practice of social work,

“If they have a minimum of five years or equivalent hours of professional social work experience including:

(i) two years or equivalent hours of professional social work experience, following completion of a masters or doctoral degree in social work and within the previous ten years, which is relevant to the area or areas of specialization in which the applicant proposes to conduct a private practice;

Or

(ii) four years or equivalent hours of professional social work experience within the past ten years which is relevant to the area or areas of specialization in which the applicant proposes to conduct a private practice and which may have been obtained, in whole or in part, prior to completing a masters or doctoral degree in social work. I have attached a copy of the bylaws for your records.”

Based on an assessment of your file the Board of Examiners cannot authorize you to engage in Private Practice as you do not hold an MSW or PHD in social work.

You can review the appeal process by visiting <http://nscsw.org/applicants/registration-appeal/>

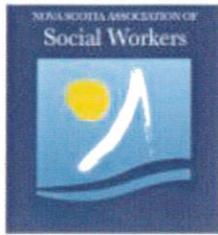
Please do not hesitate to contact me if you have any questions or concerns.

Kind Regards,



Alec Stratford MSW, RSW

Executive Director/Registrar



PARTNERSHIP AGREEMENT

PARTNERSHIP AGREEMENT

Between

THE CANADIAN ASSOCIATION OF SOCIAL WORKERS

(Hereafter referred to as the "**Corporation**")

- And -

THE NOVA SCOTIA ASSOCIATION OF SOCIAL WORKERS

(Hereafter referred to as the "**Partner**")

- WHEREAS** the provincial/territorial professional organization has elected to become a Partner in the Corporation, and has reviewed the Partnership Agreement and the duly authorized By-Laws and Regulations of the Corporation.
- AND WHEREAS** the parties wish to enter this Partnership Agreement in the mutual belief that it will promote strong, active national and provincial/territorial professional organizations, which will enhance the quality of social work services, provided to all Canadians.
- AND WHEREAS** the parties are committed to promoting the profession of social work in Canada and to advancing social justice.

AND WHEREAS the parties agree to support each other, each within its jurisdiction, to advance the interest of the social work profession.

THEREFORE the parties hereby agree with each other as follows:

1.0 PARTNERSHIP

- 1.1 The Corporation will be governed using a policy governance model. The Board is to be comprised of one Board Member from each Partner organization of the federation, plus the CASW President. The composition of the Executive Committee shall reflect the By-laws of the Corporation.
- 1.2 The Board role is to define the ends and limitations for the Corporation, to appoint the top administrative officers of the Corporation, to evaluate the performance of the Corporation in relation to the defined ends and limitations, and to take appropriate actions based on this evaluation.
- 1.3 Each Board Member has one vote.

2.0 MISSION

- 2.1 CASW promotes the profession of social work in Canada and advances Social Justice.

3.0 OBLIGATIONS OF THE CORPORATION

- 3.1 The Corporation will accept as a Board Member an individual appointed or elected by each respective Partner organization at the Annual General Meeting of the Corporation.
- 3.2 The Corporation shall pay for travel and accommodation expenses of Corporation Board Members to attend authorized Corporation meetings.
- 3.3 The Corporation, in consultation with the Partners, will develop the ends and limitations for the Corporation and review them annually with the Partners. The annual report of the Corporation will report on the progress and achievement of the ends and limitations of the Corporation.
- 3.4 The Corporation shall sponsor and act as liaison for national insurance programs available to individual members of Partner organizations.

- 3.5 The Corporation will provide a voice of Canadian Social Work to the International Federation of Social Workers representing the diversity of Canada to the best of its ability given its capacity and make-up.
- 3.6 The Corporation will promote cooperation between itself and the Canadian Council of Social Work Regulators, the Canadian Association for Social Work Education and any other sector of the social work profession established in Canada.

4.0 OBLIGATIONS OF A PARTNER

- 4.1 The Partner Organization undertakes and agrees to pay to the Corporation the annual fees in accordance with the agreed upon fee formula. It is understood that CASW, and its Partners, may mutually agree to amend the fee formula at any time during the term of this Partnership Agreement.
- 4.2 The Partner Organization agrees to provide to the Corporation an electronic list of its individual members as per CASW database specifications including contact information at least once a year, on a date as negotiated between the Corporation and the partner. New members to the provincial/territorial organizations can be added in accordance with the Formula for CASW annual fees as per Appendix A). The confidentiality and privacy of the membership lists will be respected by the Corporation and used to meet the operational requirements of CASW and that CASW will not share the membership list beyond the corporation.
- 4.3 The Corporation will provide all members of the Partner Organization the option to opt out of receiving any or all CASW commercial and non-commercial electronic communications.
- 4.4 The Partner Organization agrees to endorse upon its individual membership card or certificate (to be distributed to the Member's individual membership) the words "affiliated with The Canadian Association of Social Workers".
- 4.5 The Partner Organization agrees to include, in its Constitution, a requirement that its members adhere to a social work Code of Ethics.
- 4.6 The Partner Organization agrees to adhere to Appendix A (Fee Formula) and Appendix B (CASW By-laws)

5.0 ANNUAL CONSULTATION

CASW Board/Partner Organization's Presidents Meeting shall occur annually in conjunction with the Annual General Meeting of the Corporation, for the following purposes:

- 5.1 To participate in a group consultation concerning the ends and limitations of CASW.
- 5.2 To give /receive notice of a change in CASW annual fees. Any CASW annual fee change is approved by consensus of the federation at the CASW Annual General Meeting and comes into effect according to the By-laws of CASW (Appendix B).
- 5.3 To discuss issues of mutual interest.
- 5.4 That CASW Partner Organizations receive updates from CASW's affiliation with the International Federation of Social Workers (IFSW).

6.0 TERM AND TERMINATION

- 6.1 The provisions of this Partnership Agreement shall extend from the effective date of signing.
- 6.2 Either party may terminate this agreement with a minimum of six months notice prior to the end of CASW fiscal year.
- 6.3 Notice of termination must be given in writing either by registered mail or courier.

7.0 REINSTATEMENT OF PARTNERSHIP

- 7.1 In the case where partnership has been terminated, the Partner Organization will notify CASW of their intention and their willingness to participate as a Partner and sign the Partnership agreement.
- 7.2 Notice of reinstatement must be given in writing either by registered or courier.

8.0 GENERAL

- 8.1 Notices:

Any notice required or permitted to be given shall be in writing, and shall be effectively given if sent by facsimile transmission, courier, or email.

Any notice so given shall be deemed to have been given and received immediately if by fax, email, or, in the case of courier, on the second working day following dispatch.

THE CANADIAN ASSOCIATION OF SOCIAL WORKERS

Per _____

Date _____

THE NOVA SCOTIA ASSOCIATION OF SOCIAL WORKERS

Per _____

Date: _____

APPENDIX A: Fee Formula
APPENDIX B: CASW By-Laws



Questions for Third Party Organizations

Provide links to policy where possible

1. Do you provide some information about assessment practices to applicant?

The full process of the assessment service is publicly available on the CASW website.
(<https://casw-acts.ca/en/about-casw/what-we-do/assessment-international-credentials>)

The CASW assessment compares academic credentials only and it is based on the [Standards of Accreditation](#) as established by the Canadian Association for Social Work Education (CASWE). The first level professional degree (BSW) is generally a four-year undergraduate program which includes liberal arts courses (in the humanities and the natural and social sciences), social work professional courses and field practice. The general requirement is the completion of a 4 year, full time university degree with credits in the following areas: social work intervention methods, social policy, field of practice and social problems, research methods and field work (a minimum of 700 hours).

Generally stated, the objectives are “the achievement by the graduate of a level of competence adequate for undertaking initial responsibility in general practice.” Please be aware, CASW has experienced that individuals who have completed the 3-year BSW program in the United Kingdom, without additional post-secondary education, are often deficient in Liberal Art and Social Work courses required to meet the Canadian 4-year BSW degree academic standards.

In Canada, the Masters of Social Work (MSW) is either a one-year graduate program following the BSW or a two-year graduate program that admits candidates who hold General Arts or other non-social work bachelor degrees. Field practice is an essential component of both models. In a one year graduate program after a B.S.W. the program must include 450 hours of field practice or the completion of a Thesis/Dissertation deemed worth 3 credits (Canadian Equivalency) or more by the University. In a two year graduate program after a Bachelor’s degree (non BSW), 900 hours of field practice are required. Although a thesis or research report is not an essential component except as described in the one year MSW program, it may be necessary for the total number of academic credits."



The general objective of programs at the Master's level is stated as follows: to contribute to the preparation of graduates who possess an advanced level of competence with respect to a particular social problem area, professional service sector, social work methodology, professional role or function or in a combination of these.

2. Do you provide timely decisions, responses and reasons to applicants?

Again, the full process of the assessment service is publicly available on the CASW website.

<https://casw-acts.ca/en/about-casw/what-we-do/assessment-international-credentials>

Documents may be submitted in any order, or all at once, however CASW will not start the assessment until all necessary documents and payment have been received.

The time it takes to assess the file can vary greatly depending on demand, and CASW is unable to guarantee specific timelines in terms of completing evaluations. However once all the required documentation has been received, assessments generally take between 6-12 weeks.

After the completion of an assessment and at the request of an applicant, original documentation provided to CASW can be returned for a fee of \$20.00 (Canadian).

When the assessment is complete, applicants will receive written notification of the evaluation and of the equivalency rating assigned.

Regardless of the outcome of the assessment, all applicants will receive written notification of results.

Applicants successful in obtaining equivalency to a Canadian BSW or MSW are provided with a personal letter, as well as a "To Whom It May Concern" letter, stating the equivalency of his/her credentials to the Canadian standard.

CASW assessments of equivalency to a Canadian Bachelor or Masters of Social Work are typically used by applicants for registration with one of the provincial or territorial social work regulatory in Canada. To be clear a CASW assessment does not guarantee applicants successful registration with a social work regulatory body or a social work position/job in Canada.

If an applicant receives a Canadian equivalency rating (BSW or MSW), and has completed a Waiver Form (found in the Application Package), a letter will be forwarded to the designated regulatory body.

A letter will not be sent if the applicant does not receive equivalency. A copy of this letter will also be e-mailed only to the applicant.



If an applicant is not granted Canadian equivalency, they will receive a letter outlining the reasons justifying the decision.

Included in this letter will also be instructions on how to begin a review or appeal process, should you wish to do so.

3. Do you provide training to individuals making assessments, decisions, and/or conducting appeals?

CASW has developed an Assessment Manual. CASW also maintains a database of international Social Work programs that is update by evaluators. Evaluators are contracted by CASW and sign confidentiality agreements.

New evaluators are on-boarded by existing evaluators via training sessions and mock-evaluations of already completed applications. Evaluators are paid for all training and for the continual updating of international Social Work programs and assessment manuals.

4. Do you have an internal review/appeal process?

Again, the full process of the assessment service is publicly available on the CASW website.

(<https://casw-acts.ca/en/about-casw/what-we-do/assessment-international-credentials>)

Please see below:

My assessment is complete, but I do not agree with my results.

I received BSW equivalency, but believe I should have been given MSW equivalency. What can I do?

Applicants who received equivalence to a Canadian BSW and who feel they have equivalency to a Canadian MSW may ask for a review of this decision within 6 months of being informed.

The request for this review should be submitted in writing to CASW Executive Director, and should provide additional information or new perspectives to justify the review. The CASW Executive Director may ask the CASW Evaluators to review the rating taking into consideration the additional information provided, or request a review by a third party.

The CASW Executive Director reserves the right to refuse the request for a review if no substantial new information is provided to justify the review.



Within the first six months after the completion of the initial evaluation, this review process has no charge.

After six months, CASW considers the file a new assessment, subject once again to the \$339 application fee.

I was not granted Canadian equivalency. What can I do?

Applicants who are not granted equivalence to a Canadian Social Work degree may appeal this decision in writing to the CASW President. The applicant should state the basis for the appeal and should provide additional information or new perspectives to justify the appeal. For example, that information provided was overlooked or misunderstood in the evaluation.

The CASW President (or designate) will review the file, the reason for not granting equivalence, and determine if an assessment by a third party assessment of the complaint is necessary. The CASW President reserves the right to refuse the request for an appeal if no substantial new information or explanation is provided to justify an appeal.

Regardless on the outcome of an appeal, the applicant will receive feedback on the process followed including any involvement of a third party assessment of the appeal.

Within the first six months after the completion of the initial evaluation, this appeal process has no charge. After six months, CASW considers the file a new assessment, subject once again to the \$339 application fee.

Is there any way I can build on my education so that it meets Canadian standards?

CASW is not a University, and consequently cannot advise an educational path to bring education to the standard of Canadian equivalency.

That being said, the option exists that applicants may directly apply to a provincial social work regulatory body in Canada to determine if they have an alternative assessment service for those whom do not receive equivalency from the CASW assessment service. As well, applicants may consider approaching an accredited Canadian School of Social Work to determine what classes may be required to be completed in order to receive a BSW or MSW from their institution.

5. What is your process regarding access to records related to assessment of applicants?



Please visit our website to review the full process: (<https://casw-acts.ca/en/about-casw/what-we-do/assessment-international-credentials>).

An applicant's documentation and evaluation results are released only upon expressed consent of the applicant. CASW often received written requests to forward and or return applicants transcripts or other information. Their written request is placed on file and for the return of documentation, a \$20.00 fee processing fee applies.

The results of an applicants evaluation are released only upon receiving written consent. CASW provides a 'Waiver' form for applicant to complete and sign. If an applicant receives equivalency to a Canadian Bachelor or Masters of Social Work, CASW will send a letter to the provincial or territorial regulatory body designated in the Waiver Form.

Occasionally CASW will release an evaluation to another body (ie. Bridging Program). Again this is done only with written consent (CASW accepts e-mail consent) from the applicant and a copy of the consent is placed on file.

All physical files are stored at CASW in locked filing cabinets. All electronic files for an applicant are stored on the CASW server located in our offices, protected by firewalls and accessible only to CASW staff that process applications.

6. Explain how you determine the level of credential presented for assessment, and describe the criteria that are applied to determine equivalency.

Please see Question 1.