



2017–2018 ANNUAL REPORT

Fair Registration Practices Act

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Fair Registration Practices Act
2017-2018 Annual report
Department of Labour and Advance Education
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LETTER TO THE MINISTER

The Honourable Labi Kousoulis
Minister of Labour and Advanced Education
3rd Floor, 1505 Barrington Street, Halifax, NS B3L 3K5

Dear Minister Kousoulis:

In accordance with Section 15 (1) of the *Fair Registration Practices Act 2008*, I am pleased to present the Annual Report for 2017–18 from the Review Officer for submission to the House of Assembly of Nova Scotia.

Sincerely,

Cara Spittal, Ph.D.
Review Officer
Fair Registration Practices Act
Department of Labour and Advanced Education

EXECUTIVE SUMMARY

Attracting and retaining skilled individuals and helping them gain employment in the fields in which they are trained and educated, is part of the Province of Nova Scotia's overall vision to grow the economy. A key component of this strategy is the implementation of the Fair Registration Practices Act (FRPA). Proclaimed in 2009, the Act reflects the Government's commitment to ensuring that all applicants to regulated professions and compulsory trades, including those who are educated and trained outside of the province, have access to registration practices that are transparent, objective, impartial and procedurally fair.

Creating an environment of fair-access to the professions and compulsory trades in Nova Scotia requires cooperation from regulators and a willingness to incorporate measures that ensure the procedural fairness of their registration practices. The 2017-2018 Annual Report highlights work undertaken by the FRPA Review Office to enhance the review process and foster a culture of continuous improvement by:

- launching a legislative review of the FRPA and an evaluation of the policies, processes and programs that support implementation of the Act;
- developing a process to track progress made by regulators on areas identified for improvement in previous FRPA Review reports¹;
- including a best practices template in FRPA Review reports to recognize practices that are both highly commendable and transferable to other regulated professions;
- building a searchable, web-based best practices database to help regulators gain relevant and useful information to improve their registration practices and share their own successes;
- initiating the development of a Nova Scotia Fairness Standard and overarching benchmark that is aligned with the FRPA Code and articulates the type of actions required to meet the requirements of the Act;
- creating adaptable policy templates for regulators to support compliance with the FRPA;
- partnering with the Canadian Information Centre for International Credentials (CICIC) to deliver a workshop on assessing the qualifications of refugees; and
- co-hosting a best practice conference in international qualification recognition (IQR) with Employment and Social Development Canada (ESDC) and Immigration, Refugees and Citizenship Canada (IRCC).

FRPA Review reports indicate that there has been overall progress in procedural fairness and registration practices in Nova Scotia's regulated professions. Nova Scotia is benefitting from implementation of its fairness legislation, but this progress is mixed. Registration data collected from the past two years shows that international applicants continue to experience lower success rates and longer processing times than domestic applicants. They also encounter difficulties meeting language proficiency requirements, gaining verification of their credentials, obtaining original documents, and accessing bridging programs to fill skills gaps.

By supporting improvements in IQR and the licensure and workforce attachment of all qualified applicants, implementation of the FRPA helps strengthen the workforce in Nova Scotia, enabling people to work to their full potential in their chosen fields. Considerable activity has been undertaken by Nova Scotia regulators to improve registration practices. The FRPA Review Office will continue working with regulators to ensure that we are better informed and working together to identify real and sustainable opportunities for continued progress.

¹FRPA Review reports contain the Review Officer's assessment of the registration processes of Nova Scotia's regulatory bodies and compulsory trades and are made available to the public in accordance with Section 16(11) of the Act: <https://frpa.novascotia.ca/reports>.

THE FAIR REGISTRATION PRACTICES ACT (FRPA) REVIEW OFFICE

The FRPA Review Office was established in 2011 and is committed to ensuring that workers who are applying for licensure in regulated professions are aware of the registration requirements they need to meet, and that applicants are treated consistently and fairly throughout the registration process.

In Nova Scotia, regulatory authorities (also called regulatory bodies or regulators) set the standards and regulate activities for their occupation(s). Occupations can be regulated directly by government or self-regulated by an external organization (i.e. an organization with delegated authority by government). The FRPA applies to 49 regulatory bodies in Nova Scotia, covering 58 self-regulated occupations and 20 compulsory trades. Under the Act, regulatory bodies have a duty to carry out registration practices that are transparent, objective, impartial and procedurally fair. Under FRPA, regulatory bodies are required to:

- provide clear and understandable information about registration requirements and assessment criteria, the length of time the registration process takes and fees;
- respond to inquiries from applicants in a reasonable time;
- provide written confirmation within a reasonable time whether registration is granted or not granted;
- provide a written decision when registration is not granted that includes the reasons for the decision;
- provide information regarding measures or programs that may assist the applicant to obtain registration in the future, where practical;
- provide applicants who are not granted registration with information regarding the regulatory body's internal review and access to information procedures;
- ensure that internal review decision-makers are independent from the original decision and have received appropriate training on conducting an internal review; and
- report bi-annually on their registration practices.

The FRPA Review Officer has powers and duties under the FRPA to:

- provide information and advice to regulatory bodies to assist them in meeting their obligations under the Act;
- assess the registration practices of regulatory bodies based on their obligations under the Act;
- provide information and advice to government agencies, community agencies, colleges and universities, departments of Government and the Minister of the Department of Labour and Advanced Education respecting matters under the Act and related to its administration;
- establish guidelines to help regulatory bodies prepare reports to meet their reporting requirements;
- make recommendations to regulatory bodies regarding their legislation and regulations with respect to registration practices;
- make recommendations to a Minister of the Crown responsible for the applicable regulatory body where legislation or regulations need to be amended or revoked;
- issue compliance orders, where necessary; and
- submit an annual report to the Minister of Labour and Advanced Education on the implementation and effectiveness of the Act.

The FRPA review process was designed to carry out the obligations under the legislation. It fosters a culture of collaboration and continuous improvement, while ensuring that the regulatory bodies adhere to their own standards with the objective of public protection and safety.

IMPLEMENTING THE FAIR REGISTRATION PRACTICES ACT IN NOVA SCOTIA

Fair-access and learning recognition challenges are complex. The FRPA Review Office takes an integrated approach to ensuring fair, transparent, and equitable pathways for applicants seeking licensure in regulated professions and compulsory trades. The approach views fair-access legislation as part of a larger system that is aligned with government's policy objectives in respect to self-regulated professions, inter-jurisdictional, and international labour mobility and learning recognition.

Figure 1 – Fair-Access Integrated System



Advisory Committee on Self-regulation

In accordance with the Self-regulated Professions Policy, it is the policy of the Nova Scotia Government to establish self-regulated professions only when self-regulation is determined to be in the best interest of the public.² The Advisory Committee on Self-regulation is an interdepartmental working group established for purposes of developing and sharing knowledge and expertise respecting self-regulated professions or occupations and providing advice to departments and, when requested, to the Treasury and Policy Board.

The FRPA Review Officer represents the Department of Labour and Advanced Education as co-chair of the Advisory Committee on Self-regulation along with a representative from the Department of Health and Wellness. In addition to meeting the criteria set out by the policy, all legislative and regulatory proposals are viewed through the lens of fair-access and labour mobility, ensuring that capacity is built across government departments to grapple with these issues.

²See the Self-regulated Professions Policy: <https://novascotia.ca/treasuryboard/manuals/PDF/100/10310-01.pdf>

Learning Recognition

In today's labour market, learning credentials matter more than ever for individuals seeking optimal employment in the fields in which they are trained and educated. When people have unrecognized learning, they are much more likely not to work, or work in jobs beneath their skill level.³

The International Qualification Recognition (IQR) and Recognition of Prior Learning (RPL) Funding Programs are designed to facilitate the development of programs and services that support learning recognition (i.e. bridging programs, pre-arrival supports, competency-based assessments, etc.). Nova Scotia works provincially and at the federal level to support the implementation of the Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications. Through funding provided by Employment and Social Development Canada (ESDC), our IQR Funding Program funds initiatives that support the assessment and recognition of international credentials and work experience that individuals have acquired in other countries. At the provincial level, the RPL Funding Program builds RPL services in Nova Scotia, including competency-based assessment which moves beyond credential recognition to acknowledge work experience and the skills and competencies that a person gains during their lifetime.

Together, Nova Scotia's innovative learning recognition programs help ensure that our labour market is fair and competitive and that immigrants can become licensed to practice, gain employment in the fields in which they are trained and possess the competencies for entry to practice. Data collected from Nova Scotia regulatory bodies by the FRPA Review Office helps the Department of Labour and Advanced Education make evidence-based decisions around spending provincial and federal dollars, and through these programs work to remove barriers to licensure and support learning recognition and workforce integration. For example, through the FRPA review process, the Review Officer identified the importance of the Department of Labour and Advanced Education's continued support of the Worksite-Based Performance Assessment for Internationally Educated Engineers (IEE's), which helps internationally trained applicants meet the regulators' Canadian work experience requirement.⁴

Another key initiative under the IQR Funding Program is the Multi-stakeholder Work Group—a program supported by the Department of Labour and Advanced Education and coordinated in partnership with the Immigrant Services Association of Nova Scotia (ISANS). The Multi-stakeholder Work Group Initiative takes a collaborative approach to making systemic change and developing innovative programming to improve the recognition and integration of internationally educated professionals. Currently, twelve profession-specific work groups are working to remove artificial barriers to help newcomers become qualified and integrated into the provincial labour market in their chosen fields. The FRPA Review Officer participates in these work groups to encourage continuous improvement and the removal of barriers in each profession's registration process.

³Grant, Michael. Brain Gain 2015: The State of Canada's Learning Recognition System. Ottawa: The Conference Board of Canada, 2016.

⁴For more information, see page 3 of the Engineers Nova Scotia's 2017 FRPA Review Report: https://novascotia.ca/lae/RpILabourMobility/documents/APENS_%20FRPA%20Review_2017.pdf

Labour Mobility

Nova Scotia is better positioned to compete in a global economy when the provincial workforce follows nationally-harmonized practices and when professionals and tradespersons in regulated occupations can move freely across provincial boundaries. Section 3 of the FRPA recognizes the commitments the Nova Scotia Government made under the Canadian Free Trade Agreement (CFTA)⁵ which facilitates the free movement of persons, goods, services and investments throughout Canada.

In 2017-2018, the FRPA Review Officer worked closely with Nova Scotia's Labour Mobility Coordinator to develop coordinated outreach and learning development activities, streamline data collection efforts and provide information to regulators on transparent, objective, impartial and procedurally fair registration practices that are consistent with workers' mobility rights under Chapter 7 of the CFTA.

Interjurisdictional Collaboration—Registration Oversight Forum

The Registration Oversight Forum meets annually to evaluate the impact of fairness legislation across jurisdictions, share resources, identify areas for improvement and discuss strategies to achieve transparent, objective, impartial and fair registration practices. In October 2017, the Registration Oversight Forum met in Halifax to provide organizational updates, collaborate on the development of strategies to influence the policies and practices of regulatory bodies, and other key issues pertaining to:

- international qualification recognition (IQR);
- accepting alternative forms of documentation and assessing the qualifications of refugees;
- removing barriers to licensure related to labour impact assessments for internships;
- implementing labour mobility chapters in comprehensive trade agreements such as the Canada-European Union Comprehensive Economic and Trade Agreement (CETA) and the North American Free Trade Agreement (NAFTA); and
- establishing mechanisms for sharing resources and key-contacts among Commissioners and the Review Officer.

⁵The Canadian Free Trade Agreement (CFTA) replaced the Agreement on Internal Trade (AIT) on July 1, 2017.

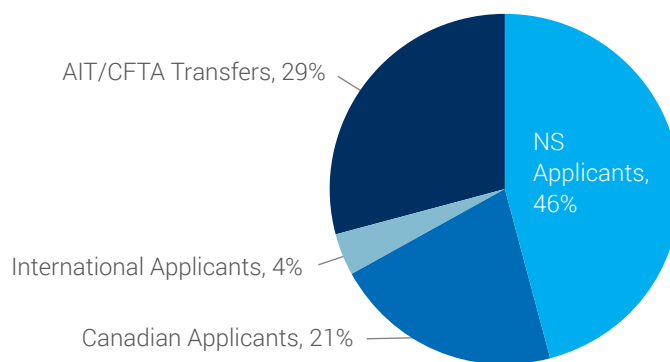
⁶For a list of the regulatory bodies that fulfilled annual data submission requirements for the 2017 calendar year, see Appendix B.

2017 DATA FINDINGS

Each year, the FRPA Review Office asks Nova Scotia regulatory bodies to submit quantitative data about their applicants and registration processes for the previous calendar year. With this data, the FRPA Review Office can track regulatory bodies' registration practices over time, follow trends, and identify areas for improvement. The data collected through the 2017 quantitative survey represents over 125,000 registered members across 73 regulated occupations and trades.⁶

In 2017, regulatory bodies reported over 13,000 new applicants to the regulated occupations and trades in Nova Scotia. Of the applicants for 2017, approximately 67% were new to the profession (applicants educated in Nova Scotia and in Canada), 29% of applicants were already licensed in another Canadian jurisdiction and transferring under the Agreement on Internal Trade / Canadian Free Trade Agreement (AIT/CFTA), and less than 5% were Internationally Educated Professionals (IEPs) (Figure 2).

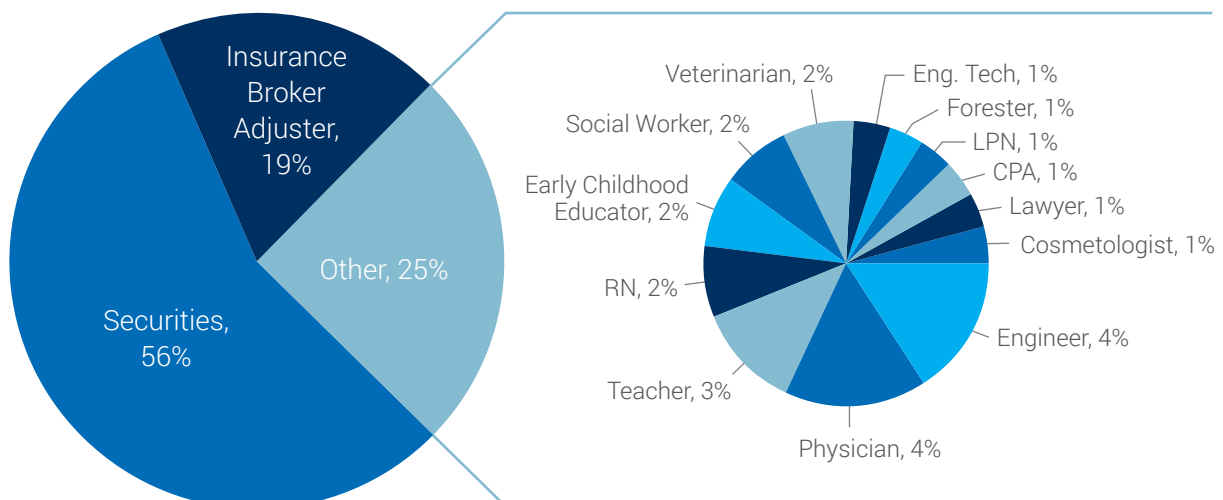
Figure 2 – Distribution of Applicants in 2017



Inter-provincial Applicants

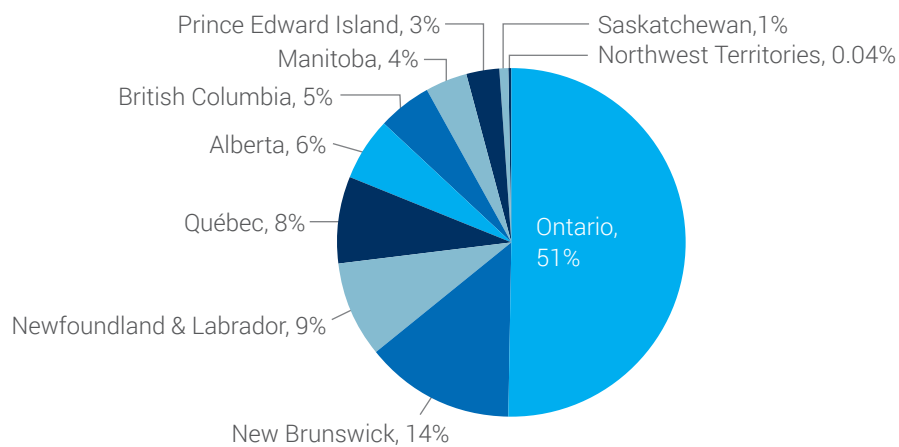
Regulatory bodies reported 6600 applicants from provinces and territories outside of Nova Scotia (both new applicants and applicants who were already registered in another Canadian jurisdiction). Securities and Insurance Broker Adjusters saw a large influx of inter-provincial applicants this year, forming the majority of inter-provincial applicants (Figure 3).

Figure 3 – Occupation Distribution for Inter-provincial Applicants



Inter-provincial applicants came primarily from Ontario and secondly from other Atlantic provinces (Figure 4).

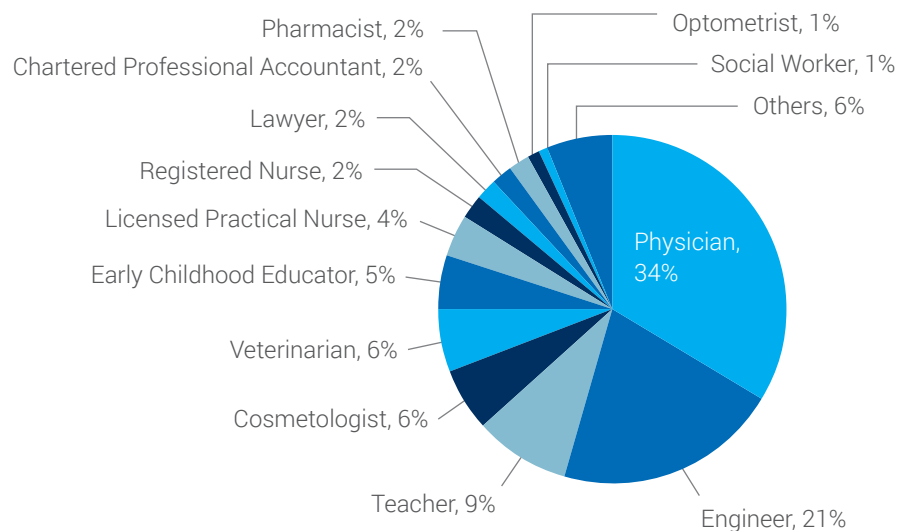
Figure 4 – Source Provinces for Canadian Applicants in 2017



Internationally Educated Professionals

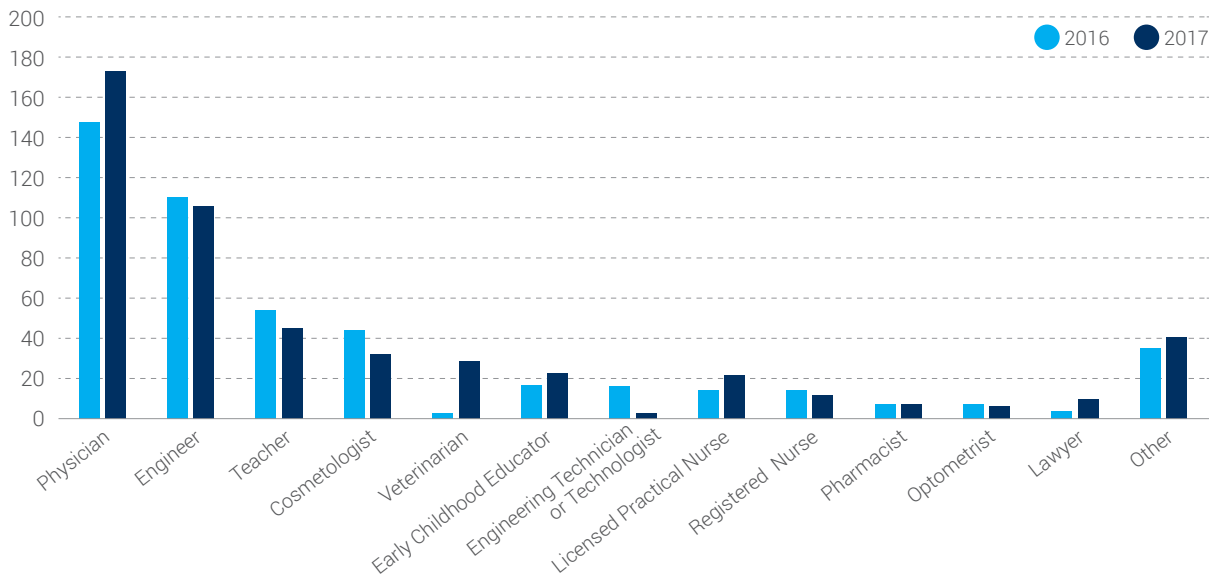
Of the 490 international applicants who were registered with a reporting regulatory body in 2017, the majority were registered as Physicians and Engineers (Figure 5).

Figure 5 – Occupation Distribution for Internationally Educated Professional Applicants in 2017



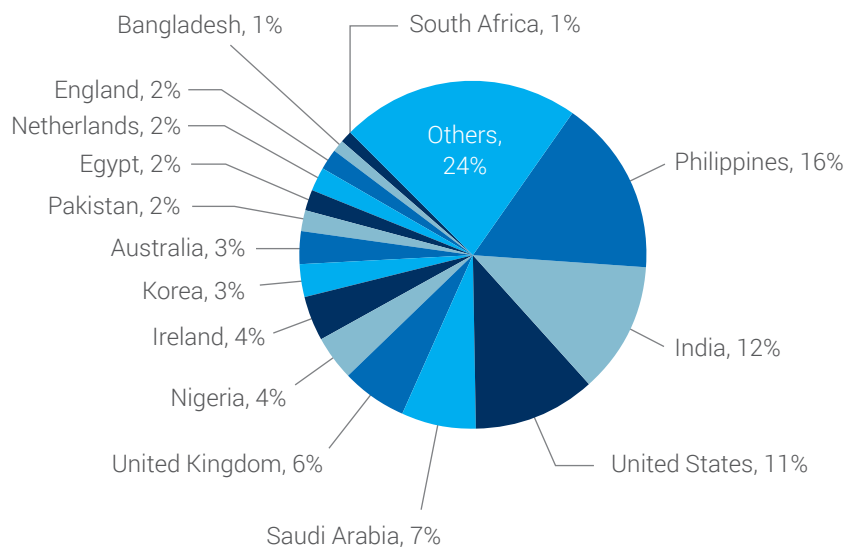
The distribution of international applicants remained consistent across the above professions between 2016 and 2017 (Figure 6).

Figure 6 – Occupation Distribution for Internationally Educated Professional Applicants in 2016 & 2017



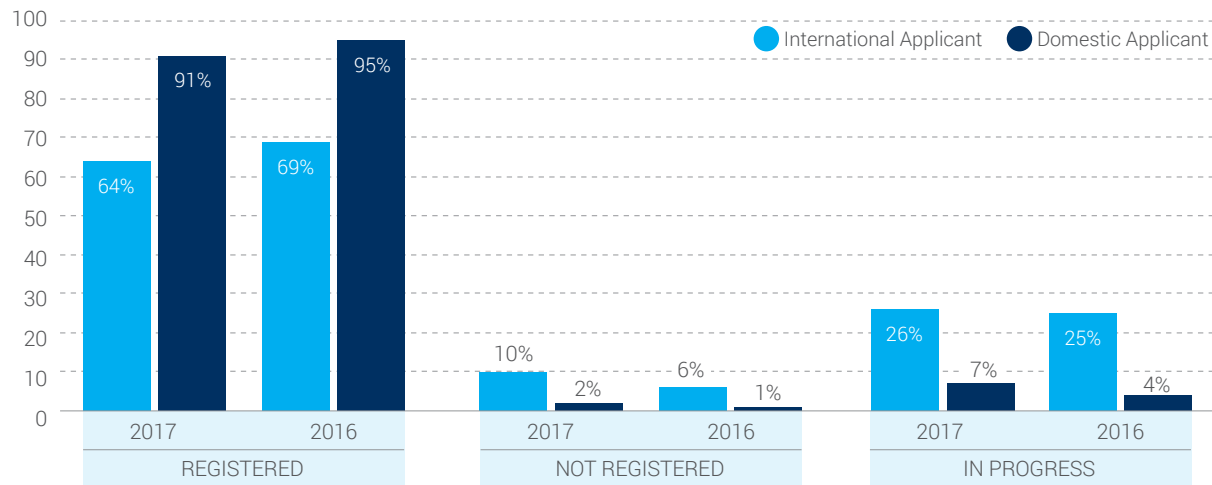
International applicants came from 69 different countries; over one third of international applicants came from the Philippines, India, and the United States (Figure 7)..

Figure 7- Source Countries for Internationally Educated Professional Applicants in 2017



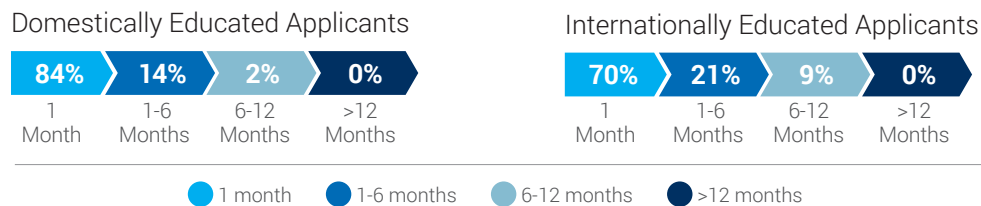
While progress is being made, data collected from the past two years shows that international applicants experience lower success rates and longer processing times than domestic applicants (Figure 8).

Figure 8 – Success Rates for Domestically and Internationally Educated Applicants



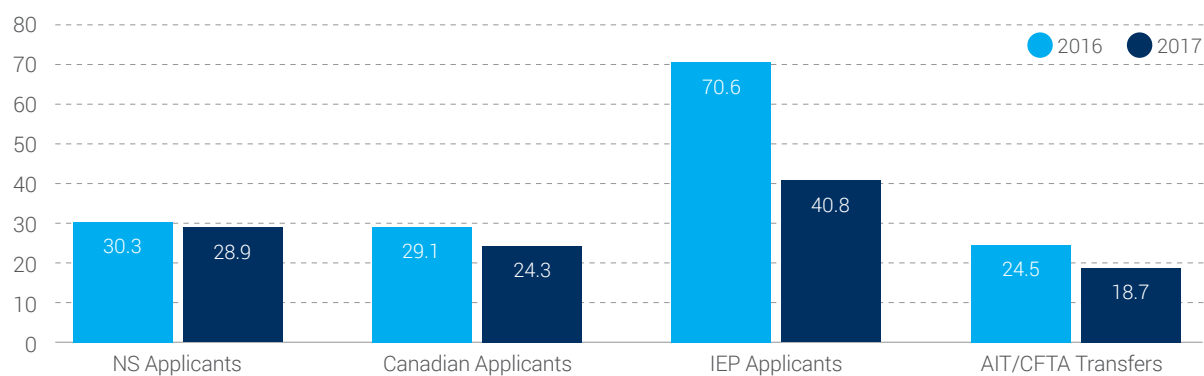
While progress is being made, data collected from the past two years shows that international applicants experience lower success rates and longer processing times than domestic applicants (Figure 8).

Figure 9 – Timeline for Applicants to Receive a Decision



Regulatory bodies reported improvements in processing times for all types of applicants in 2017 over 2016, and significant improvement in the processing time for international applicants (Figure 10).

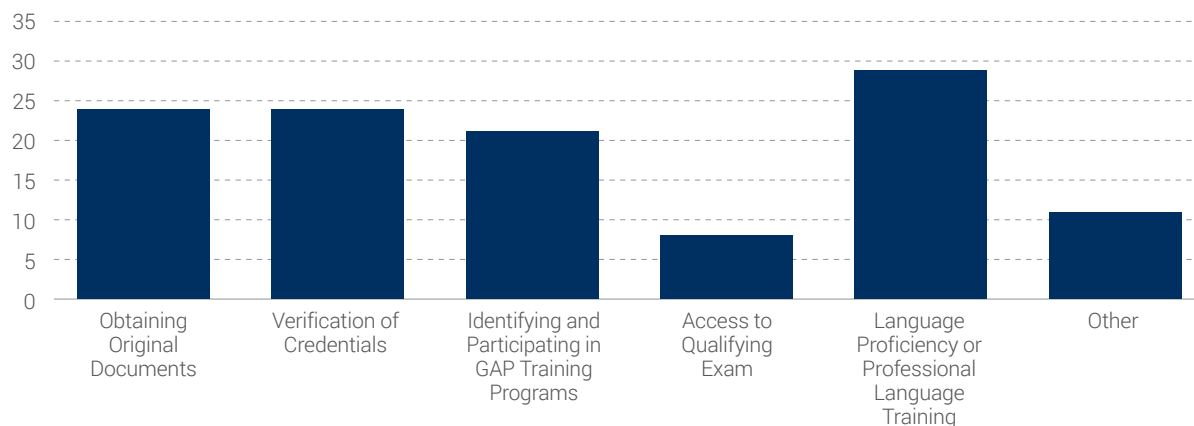
Figure 10 – Average Processing Time for Applicants



Barriers to Licensure for International Applicants

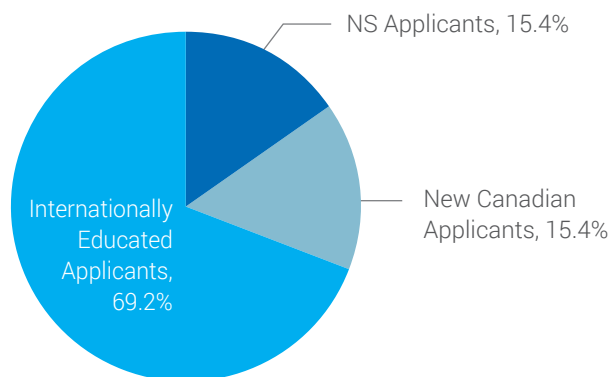
As part of the FRPA review process, Nova Scotia regulators submit a qualitative survey which includes information on the barriers commonly faced by each organization's international applicants. Of the 39 regulatory bodies which responded to the questionnaire, the majority reported language proficiency as the most common barrier to licensure, followed closely by the challenges of obtaining original documents, verification of credentials, and access to bridging programs (Figure 11).

Figure 11 – Common Issues Faced by International Applicants
Percentage of Internal Appeals by Type of Applicant 2016



While only 13 internal appeals were performed by the reporting regulatory bodies in 2017, they were more commonly performed for international applicants than new applicants from either Nova Scotia or Canada (Figure 12).

Figure 12 – Percentage of Internal Appeals by Type of Applicant



YEAR IN REVIEW

In the 2017-2018 fiscal year, the FRPA Review Office worked on 11 reviews. While technical issues with the FRPA web application delayed the gathering of information from regulatory bodies until late summer 2017, six reviews were completed in the 2017-2018 fiscal year and five additional reviews resulted in draft complete reports, which will be finalized and published in the 2018-2019 fiscal year.

Table 1 - FRPA Reviews by Fiscal Year

Fiscal Year	Reviews Performed
2013-2014	<ul style="list-style-type: none"> • Nova Scotia Barristers' Society • Public Accountants Board of Nova Scotia • College of Registered Nurses of Nova Scotia • Association of Interior Designers of Nova Scotia
2014-2015	<ul style="list-style-type: none"> • Provincial Dental Board of Nova Scotia • College of Physicians and Surgeons of Nova Scotia • College of Licensed Practical Nurses of Nova Scotia • Cosmetology Association of Nova Scotia • Association of Nova Scotia Land Surveyors • Nova Scotia Association of Social Workers
2015-2016	<ul style="list-style-type: none"> • Nova Scotia Teacher Certification • Nova Scotia Real Estate Commission • Registered Professional Foresters Association of Nova Scotia • Nova Scotia Institute of Agrologists • Nova Scotia Dietetic Association • Nova Scotia Securities Commission
2016-2017	<ul style="list-style-type: none"> • No reviews completed
2017-2018	<ul style="list-style-type: none"> • Association of Professional Engineers Nova Scotia • Nova Scotia College of Pharmacists • Nova Scotia College of Physiotherapy • Nova Scotia Board of Examiners in Psychology • Nova Scotia College of Social Workers • Nova Scotia College of Medical Laboratory Technologists
2018-2019 (carry over from 2017-2018)	<ul style="list-style-type: none"> • Nova Scotia Dental Technician's Association • Nova Scotia Veterinary Medical Association • Nova Scotia Association of Architects • Nova Scotia College of Counselling Therapists • Nova Scotia Society of Certified Engineering Technicians and Technologists of Nova Scotia
2018-2019 (anticipated new launches)	<ul style="list-style-type: none"> • Nova Scotia College of Occupational Therapists (launched) • Minister of Finance (Office of the Superintendent of Insurance) (launched) • Nova Scotia College of Optometrists (launched) • Department of Education and Early Childhood Development – Early Childhood Educator Classification (launched) • Chartered Professional Accountants Nova Scotia (launched) • College of Dental Hygienists of Nova Scotia (launched) • Association of Professional Geoscientists of Nova Scotia (launched) • Nova Scotia College of Respiratory Therapists • Nova Scotia College of Chiropractors • Nova Scotia Registered Barber's Association • Midwifery Regulatory Council of Nova Scotia • Nova Scotia Association of Medical Radiation Technologists • Denturist Licensing Board of Nova Scotia • Nova Scotia Board of Registration of Embalmers and Funeral Directors

In addition to the FRPA Reviews, in 2017-2018, the FRPA Review Office issued its first set of Progress Reports, in accordance with Section 16(8) of the Act. Building on the review process developed in the 2016-2017 fiscal year, Progress Reports enable regulatory bodies to report on progress they have made towards achieving action items identified in their previous review(s) and identify new opportunities to further improve their registration practices.

Fifteen Progress Reports, which follow a process similar to that which is required for a full FRPA review, were launched in the 2017-2018 fiscal year; five reports were completed in the same fiscal year, while the remaining 10 are in progress and anticipated to be completed in the 2018-2019 fiscal year.

Table 2 – Progress Report Schedule

Fiscal Year	Progress Report Review
2017-2018	<ul style="list-style-type: none"> • Nova Scotia Barristers' Society • Provincial Dental Board of Nova Scotia • Nova Scotia Dietetic Association • Registered Professional Foresters Association of Nova Scotia • Nova Scotia Real Estate Commission
2018-2019 (anticipated)	<ul style="list-style-type: none"> • Association of Interior Designers • College of Registered Nurses • Public Accountants Board of Nova Scotia • Association of Nova Scotia Land Surveyors • College of Licensed Practical Nurses • College of Physicians and Surgeons of Nova Scotia • Cosmetology Association of Nova Scotia • Nova Scotia Securities Commission • Nova Scotia Institute of Agrologists • Nova Scotia Teacher Certification

The 2017-2018 fiscal year also involved improvements in other key activities and deliverables, including:

- **Compliance Policies and Procedures** – Work continued on the development of policies and procedures used to enforce compliance with the Act;
- **Policy Manual** – Work continued on the development of a FRPA Policies and Procedures Manual, including the creation of flowcharts and timelines for the streamlined review process;
- **Data-Gathering Mechanisms** – An external IT provider addressed the technical issues with the FRPA web application, enabling the collection and export of data gathered from reporting regulatory bodies;
- **Sample Policies** – Sample policies were developed by the FRPA Review Office to address three areas where it was observed regulatory bodies frequently lacked formal policies. The sample policies created addressed: Accepting Alternative Information to Required Documentation (per FRPA section 9(b)), Providing Applicants with Access to their Application Records (per FRPA section 12), and Accommodating Applicants with Physical and Mental Disabilities (per FRPA section 16(3)(h)).
- **Legislative Review and Program Evaluation** – Work was completed on Phase 1 of a legislative review of the FRPA and the processes, policies and programs that support its implementation. The legislative review and program evaluation will examine and evaluate the procedural effectiveness of the Act (i.e. as a tool for improving the transparency, objectivity, impartiality, procedural fairness and timeliness of review processes), the effectiveness and efficiency of the FRPA Review Office's implementation of the Act, the effectiveness of the quantitative and qualitative data collection, and the capacity-building work across government and with key stakeholders. Additionally, a Statement of Work and a Request for Proposals were created and published for Phase 2 of the legislative review and program evaluation; it is anticipated that Phase 2 will be completed in the 2019-2020 fiscal year.
- **Outreach and Capacity Building Activities** – The FRPA Review Office conducted numerous outreach activities to help regulatory bodies improve the transparency, objectivity, impartiality, and procedural fairness of their registration processes (detailed below).

OUTREACH AND CAPACITY BUILDING ACTIVITIES

Pursuant to section 14(1)(a) of the FRPA, the FRPA Review Officer is responsible for providing information and advice to regulatory bodies to assist them in meeting their obligations under the Act. The FRPA Review Office's continuous improvement philosophy enables Nova Scotia regulatory bodies to set meaningful and achievable goals for improving registration practices. In addition to including recommended action items in the FRPA Review reports, the FRPA Review Office supports each regulatory body's continuous improvement goals through outreach and capacity building activities.

FRPA Advisory Committee

The FRPA Advisory Committee is a vehicle for communication, advice and support between Nova Scotia's regulatory bodies and Government. Chaired by the Review Officer, the Advisory Committee meets on an 'as needed' basis to identify key issues, review and discuss material related to the implementation of the FRPA, and help inform decisions and/or policy that directly impacts regulatory bodies.

FRPA Breakfast Meetings

FRPA Breakfast Meetings provide a forum for regulatory bodies to network, share best practices and get information and training from the FRPA Review Office. Additionally, FRPA Breakfast Meetings further the Review Office's integrated approach to promoting fair-access to regulated professions. At each meeting, the FRPA Review Officer provides updates on the review process and administrative matters. The Labour Mobility Coordinator provides a review and updates on the Agreement on Internal Trade / Canadian Free Trade Agreement. The Multi-stakeholder Work Group Consultant provides updates on initiatives arising from the multi-stakeholder work groups and International Qualification Recognition (IQR) funding opportunities. The Recognition of Prior Learning (RPL) Coordinator provides updates on RPL activities and funding opportunities under the RPL Funding Program.

In 2017-2018, four FRPA Breakfast Meetings were organized for Nova Scotia regulators. Topics of discussion and presentations included:

- introduction to a compendium of resources and pre-arrival supports developed by the College of Licensed Practical Nurses of Nova Scotia (CLPNNS), through the IQR Funding Program, for internationally educated LPNs seeking to live and work in the province;
- highlights from the joint ESDC/IRCC/Department of Labour and Advanced Education Best Practices Conference;
- "Getting a Foot in the Door" – a panel of regulatory bodies and employment specialists from the Immigrant Serving Agency of Nova Scotia (ISANS) shared best practices for helping immigrants gain Canadian work experience in regulated professions;
- information and an opportunity to provide input on the methods and approaches used to conduct the FRPA legislative review and program evaluation;

- development of policy templates by the FRPA Review Office on registration issues pertaining to accommodation of people with physical or mental disabilities, access to documentation and acceptance, and assessment of alternative forms of documentation;
- labour mobility under Chapter 7 of the Canadian Free Trade Agreement (CFTA), including a description of permissible and non-permissible application requirements for inter-provincial transfers and the process for seeking a legitimate objective exception; and
- highlights from the Recognition of Prior Learning (RPL) Symposium, sponsored by the Department of Labour and Advanced Education and held at the Nova Scotia Community College (NSCC) on November 21 and 22nd, 2017.

FRPA Presentations and Workshops

In addition to quarterly breakfast meetings, in 2017-2018 the FRPA Review Officer facilitated and delivered presentations to individual regulatory bodies and the Nova Scotia Regulated Health Professions Network on fair registration practices and labour mobility. Additional learning and development opportunities provided by the FRPA Review Office included workshops on:

- credential assessment in Canada and six steps developed by the Canadian Information Centre for International Credentials (CICIC) that regulators can take to determine whether an internationally educated professional has met academic entry-to-practice requirements;
- best practices identified during a national workshop, attended by the FRPA Review Officer, on accepting alternative documentation to recognize the qualifications of refugees and others who may not have access to documentation normally required by regulatory bodies; and
- emerging and best practices for supporting IQR and labour market integration activities for internationally trained workers in regulated occupations, with Employment and Social Development Canada (ESDC) and Immigration, Refugees and Citizenship Canada (IRCC).

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- best practices identified during a national workshop, attended by the FRPA Review Officer, on accepting alternative documentation to recognize the qualifications of refugees and others who may not have access to documentation normally required by regulatory bodies; and
- emerging and best practices for supporting IQR and labour market integration activities for internationally trained workers in regulated occupations, with Employment and Social Development Canada (ESDC) and Immigration, Refugees and Citizenship Canada (IRCC).

FRPA Newsletter

The purpose of the FRPA Newsletter is to provide general FRPA updates, as well as reminders of upcoming FRPA Breakfast Meetings, current issues, training and conferences. In 2017-2018, six issues of the FRPA Review Office Newsletter were distributed. The newsletter is sent to regulatory bodies via e-mail and is available on the FRPA website: <https://frpa.novascotia.ca/newsletters>.

Best Practices Database

For the FRPA Review Office, best practices are any program, activity or strategy that meets one or more of the following criteria:

- improves transparency, objectivity, impartiality and/or fairness of registration practices;
- produces successful outcomes for regulators and/or applicants; and
- demonstrates effectiveness through qualitative and/or quantitative data.

During the 2017-2018 FRPA Review process, regulators were asked to report on their best practices, including opportunities for recognition of prior learning, pre-arrival supports, robust and transparent assessment criteria, consistency in decision-making through training and policy development, and collaboration at the regional or national levels. A framework was developed by the FRPA Review Office to support regulators in clearly articulating the value of identified best practices to both applicants and the regulator. These best practices will be shared with regulatory bodies and the public through the addition of a searchable Best Practices Database on the new FRPA website (launched in the first quarter of 2018).⁷

⁷To access the FRPA Review Office's Best Practices database, see: <https://frpa.novascotia.ca/best-practices>.

LOOKING AHEAD

Initiatives for the 2018-2019 fiscal year include:

- the completion of 5 FRPA Reviews carried over from 2017-2018;
- the completion of 10 FRPA Progress Reports carried over from 2017-2018;
- the launch and completion of 14 new FRPA Reviews;
- improvements to the functionality and user experience of the FRPA website and database;
- provision of learning and development opportunities for regulators on:
 - self-regulation and good governance,
 - program evaluation, and
 - conducting internal reviews in accordance with administrative law principles.
- continued development and implementation of Phase 2 of the Legislative Review and Program Evaluation;
- continued development of internal policies and procedures;
- continued development of a Nova Scotia Fairness Standard;
- collection, tracking and dissemination of best practices;
- collection and tracking of Mutual Recognition Agreements (MRAs); and
- ongoing alignment of the FRPA Review Office with the Nova Scotia Government's accountability framework, including strategic and business planning, as well as government policy priorities respecting regulatory systems, immigration, diversity and inclusion, labour and workforce attachment.

APPENDIX A

Nova Scotia's Regulatory Bodies

Schedule A⁸

Association of Interior Designers of Nova Scotia	Nova Scotia College of Chiropractors
Association of Nova Scotia Land Surveyors	Nova Scotia College of Counselling Therapists
Association of Professional Engineers of the Province of Nova Scotia	Nova Scotia College of Dispensing Opticians
Association of Professional Geoscientists of Nova Scotia	Nova Scotia College of Medical Laboratory Technologists
Board of Registration of Embalmers and Funeral Directors	Nova Scotia College of Optometrists
Certified General Accountants Association of Nova Scotia	Nova Scotia College of Pharmacists
College of Licensed Practical Nurses of Nova Scotia	Nova Scotia College of Physiotherapists
College of Occupational Therapists of Nova Scotia	Nova Scotia College of Respiratory Therapists
College of Physicians and Surgeons of Nova Scotia	Nova Scotia Dental Hygienists' Association
College of Registered Nurses of Nova Scotia	Nova Scotia Dental Technicians Association
Cosmetology Association of Nova Scotia	Nova Scotia Dietetic Association
Denturist Licensing Board	Nova Scotia Institute of Agrologists
Institute of Chartered Accountants of Nova Scotia	Nova Scotia Real Estate Commission
Licensed Professional Planners Association of Nova Scotia	Nova Scotia Registered Barbers Association
Midwifery Regulatory Council of Nova Scotia	Nova Scotia Registered Music Teachers Association
Nova Scotia Association of Architects	Nova Scotia Securities Commission
Nova Scotia Association of Medical Radiation Technologists	Nova Scotia Veterinary Medical Association
Nova Scotia Association of Real Estate Appraisers	Provincial Dental Board of Nova Scotia
Nova Scotia Association of Social Workers	Public Accountants Board of the Province of Nova Scotia
Nova Scotia Barristers' Society	Registered Professional Foresters Association of Nova Scotia
Nova Scotia Board of Examiners in Psychology	Society of Certified Engineering Technicians and Technologists of Nova Scotia
	Society of Management Accountants of Nova Scotia

⁸On August 2, 2016, the Chartered Professional Accountants of Nova Scotia (CPA Nova Scotia) was officially established with the Chartered Professional Accountants Act and the Public Accountants Act by the Government of Nova Scotia. With the proclamation of the Chartered Professional Accountants Act, all legacy accounting bodies, such as the Certified Management Accountants, Chartered Accountants and Certified General Accountants, cease to exist.

Schedule B

Minister of Education
Education Act
(Office of Teacher Certification)
Day Care Act (Classification Services)

Minister of Environment
Environment Act
On-site Sewage Disposal
Systems Installer
Pesticide Applicator
Petroleum Storage Tank Installer
Water and Wastewater Operators
Well Digger/Driller
Well Pump Installer

Minister of Finance
Insurance Act (Insurance Agent;
Insurance Adjuster)

Minister of Health and Wellness
Paramedics Act, SNS 2005, c 10 [Repealed]⁹

Minister of Labour and Advanced Education
Apprenticeship and Trades Qualifications Act
Technical Safety Act
Elevators and Lifts Act
Electrical Installation and Inspection Act
Amusement Devices Safety Act

Minister of Natural Resources
Wildlife Act (Registered Hunting/
Fishing/Master Guides)
Scalers Act (Timber Scaler)

Minister of Service Nova Scotia and
Municipal Relations
Mortgage Brokers' and Lenders'
Registration Act
Direct Sellers' Regulation Act
(Hearing Aid Salesperson)

⁹The College of Paramedics of Nova Scotia was established as a self-regulating body on April 1, 2017 and assumed responsibility for regulating the practice of paramedicine from the Department of Health and Wellness.

APPENDIX B

Nova Scotia Regulatory Bodies that fulfilled annual data submission requirements for the 2017 Calendar Year

Association of Interior Designers of Nova Scotia	Nova Scotia College of Pharmacists
Association of Nova Scotia Land Surveyors	Nova Scotia College of Physiotherapists
Association of Professional Engineers of the Province of Nova Scotia	Nova Scotia College of Respiratory Therapists
Association of Professional Geoscientists of Nova Scotia	Nova Scotia College of Social Workers
Board of Registration of Embalmers and Funeral Directors	Nova Scotia Dental Technicians Association
Chartered Professional Accountants of Nova Scotia	Nova Scotia Dietetic Association
College of Dental Hygienists of Nova Scotia	Nova Scotia Institute of Agrologists
College of Licensed Practical Nurses of Nova Scotia	Nova Scotia Real Estate Commission
College of Occupational Therapists of Nova Scotia	Nova Scotia Registered Barbers Association
College of Paramedics of Nova Scotia	Nova Scotia Registered Music Teachers Association
College of Physicians and Surgeons of Nova Scotia	Nova Scotia Securities Commission
College of Registered Nurses of Nova Scotia	Nova Scotia Veterinary Medical Association
Cosmetology Association of Nova Scotia	Provincial Dental Board of Nova Scotia
Denturist Licensing Board of Nova Scotia	Public Accountants Board of the Province of Nova Scotia
Licensed Professional Planners Association of Nova Scotia	Registered Professional Foresters Association of Nova Scotia
Midwifery Regulatory Council of Nova Scotia	Society of Certified Engineering Technicians and Technologists of Nova Scotia
Nova Scotia Association of Architects	
Nova Scotia Association of Medical Radiation Technologists	
Nova Scotia Association of Real Estate Appraisers	
Nova Scotia Barristers' Society	
Nova Scotia Board of Examiners in Psychology	
Nova Scotia College of Chiropractors	
Nova Scotia College of Medical Laboratory Technologists	

Schedule B

Department of Education and Early Childhood Development
Department of Environment
Department of Finance
Department of Natural Resources
Nova Scotia Apprenticeship Agency
Service Nova Scotia and Municipal Relations
Department of Labour and Advanced Education – Technical Safety