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Licensed Professional Planners Association of  
Nova Scotia

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Fair Registration Practices Act (FRPA)  
Review Report  
November 2021

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Province of Nova Scotia

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## EXECUTIVE SUMMARY

Under section 16 of the Fair Registration Practices Act (FRPA), all regulating bodies in Nova Scotia are required to review their registration practices and file a report on the results of the review with the Review Officer. The Review Officer works collaboratively with regulators to gather information in an established report format, to ensure that information on current registration practices is accurately represented, and to identify gaps in registration practices which would result in a regulator action plan to rectify any issues that may have been identified with compliance.

The Review Officer worked with the Licensed Professional Planners Association (LPPANS) over a period of seven months to complete this review. Questions to probe the status of registration practices were posed, the regulator engaged in a process of self-examination and provided written responses to the questions (see Analysis of Registration Practices). Responses were examined by the Review Officer and measured against the standard set forth in the FRPA to identify any gaps in registration practices. Based on this process, the Review Officer has determined that not all registration practices are compliant with the FRPA at this time. As a result, this report includes both an overview of the current registration practices of the LPPANS and an action plan to address some high priority gaps moving forward.

This is an initial review of the registration practices of the Licensed Professional Planners Association of Nova Scotia. The review revealed that most of the registration process is conducted by a third-party, the Atlantic Planners Institute. This is not apparent in legislation or on the LPPANS website. The registration process and the role of third parties is not clear. As a result, actions are highly focused on procedural fairness, some policy development, as well as improved public accessibility to requirements for registration in Nova Scotia and the criteria used to assess whether the requirements for registration have been met. A need to update the by-laws to reflect current practice was also identified, and LPPANS has been advised to consult with their solicitor to determine if the Professional Planners Act should also be amended.

The Licensed Professional Planners Association of Nova Scotia used this review process as an opportunity for self-audit and to identify areas for improvement. The regulator has acknowledged the findings and has taken the first step to address areas of non-compliance by developing an Action Plan (see Appendix A). Eleven plans for action are identified to address practices that are currently not compliant with the FRPA. They are summed up as follows:

- Provide information in a clear and understandable form to individuals, including individuals qualified in another jurisdiction in Canada, as well as those who received their qualifications outside of Canada; and
- Provide information setting out any fees for registration, even if those fees are \$0; and
- Document all criteria that are used to assess whether requirements for registration have been met; and

- Establish a process for internal review of the registration decision that is compliant with the FRPA, include timeframes and the provision to provide written decisions with reasons; and
- Develop a process to ensure that no one who acted as a decision-maker in a registration decision may act as a decision-maker in an internal review of the same decision; and
- Develop a plan and document training provided to individuals who make internal review decisions.

These actions are accompanied by a commitment to increase transparency by ensuring that registration practices are in plain language, fully accessible and available in the public domain. The Licensed Professional Planners Association has committed to implementing actions associated with transparency by May 2022. An internal review policy will be developed and implemented by November 2022 with a plan to train decision-makers by November 2023.

The Licensed Professional Planners Association has demonstrated engagement in the FRPA review process and has given every indication that planned actions to rectify areas of non-compliance will be addressed. The FRPA Review Office will look for an update on the Action Plan in November 2022.

Sincerely,



Patricia Mertins

Review Officer, Fair Registration Practices Act (FRPA)

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# I: INTRODUCTION

## 1.1. THE FAIR REGISTRATION PRACTICES ACT

[The Fair Registration Practices Act](#) (FRPA; the Act) applies to 47 [regulatory bodies](#) in Nova Scotia, covering over 57 occupations as well as designated trades. A regulatory body (regulatory authority or regulator) sets the standards and regulates how people practice as members of an occupation. Everyone who practices within a regulated occupation must register with the regulatory body.

The FRPA mandates that regulating bodies carry out registration practices that are transparent, objective, impartial and procedurally fair. Section 16(2) of the FRPA states: “Every regulating body shall review its registration practices in accordance with this Section and shall file a report on the results of the review with the Review Officer for the reporting period.” This review process is to occur as per the Act and if items are deemed to be noncompliant with the FRPA, an Action Plan is required to be completed by the Regulatory Body. The intent of the Action Plan is to identify how the items of noncompliance are progressing to ensure compliance, fairness, and transparency, as required by the Act.

## 1.2. OVERVIEW OF THE REGULATING BODY

- Professional Planners in Nova Scotia are regulated by the Licensed Professional Planners Association of Nova Scotia (LPPANS) which issues only one type of licence (Licensed Professional Planner or LPP), for fully registered professional planners.
- The authorizing legislation is the ([Professional Planners Act \(nslegislature.ca\)](#)), passed in 2005.
- As of July 6, 2021, LPPANS has 254 active members, of whom 145 are licenced (LPP) members. There are also 50 (non-licenced) Candidate members who are working towards registration/licencing, 49 student members and 9 retired members. This includes 3 LPPs within Canada who are non-resident of Nova Scotia but are licenced as they do work in the province.
- Professional planners are charged with the key question of sustainability in our communities and regions through the management of land, resources, and facilities. Professional planners are concerned with the public good: health, aesthetics, equity and efficiency. We practice in an ethical and responsible manner. Only licensed members of LPPANS in good standing may use the title Licensed Professional Planner (LPP). **Conduct of the members of the Licensed Professional Planners Association of Nova Scotia is controlled by the NS Professional Planners Act and the LPPANS Bylaw.**

The objectives of the Licensed Professional Planners Association of Nova Scotia are as follows:

- (a) regulate the practice of professional planning by its members in accordance with the Professional Planners Act, its by-laws, the standards of practice adopted by the Association and a code of ethics approved by the Association;
- (b) further the recognition of the planning profession in the Province.
- (c) promote the value, use and methods of planning.
- (d) improve the quality of the environment in the Province and in communities within the Province by the application of the principles of planning;
- (e) encourage participation and co-operation among those persons, associations and groups concerned with improving the quality of the environment in the Province and in communities within the Province;
- (f) stimulate the generation, development, dissemination, and discussion of ideas on planning; and
- (g) protect the interests of the public by establishing, maintaining, and enforcing standards of professional practice and ethics among members of the Association.
- Members who hold the title LPP are also Full Members in good standing with the Canadian Institute of Planners (CIP) and use the designation MCIP. LPPANS is a Provincial & Territorial Institute & Association (PTIA) of CIP; and, the Nova Scotia provincial branch of the Atlantic Planners Institute (API). API is an association of professional planners in the four Atlantic provinces. API is also a PTIA of CIP.
  - In fulfilment of its registration responsibilities, LPPANS works with two primary organizations: 1) Atlantic Planners Institute provides professional administrative and membership management support to LPPANS, and 2) the Professional Standards Board (PSB) provides services for the certifications of Professional Planners across Canada, administering the national competency standards and planning program accreditation standards which have been adopted by LPPANS and all other PTIAs (excluding Quebec).

Atlantic Planners Institute (API)

The Atlantic Planners Institute (API) ([www.atlanticplanners.org](http://www.atlanticplanners.org)) is a separately incorporated non-profit organization that supports professional planners in the four Provincial Associations in the Atlantic provinces of Canada: New Brunswick Association of Professional Planners, Licensed Professional Planners Association of Nova Scotia, Prince Edward Island Institute of Professional Planners and the Newfoundland and Labrador Association of Professional Planners. Its members are the four Atlantic provincial planning associations. API provides secretariat support services to LPPANS. These services include: processing member registrations, collecting membership dues, monitoring compliance for Continuous Professional Learning (CPL), supporting CPL learning opportunities, and organizing a regional annual conference. Essentially, API is an administrative centre working on behalf of all four Atlantic provinces. By pooling resources with the other Atlantic provinces, LPPANS is able to take advantage of regional economies of scale to support its work.

Information on Becoming a Planner can be found here: [Becoming A Professional Planner – Atlantic Planners Institute](#)

#### Professional Standards Board (PSB)

In 2012, the Professional Standards Board for the Planning Profession in Canada (PSB) (<https://psb-planningcanada.ca/>) was established to administer the certification process of professional planners on behalf of the Provincial and Territorial Institutes and Associations (PTIAs), which regulate the planning profession across Canada, and the Canadian Institute of Planners. Currently, the PSB administers the certification process for all PTIAs except l'Ordre des urbanistes du Québec (OUQ). PSB is a separately incorporated body, headed by an independent Board of Directors, and operates under agreements with its members to provide the following services:

#### Certification:

- Assessment of applications for PSB's processes and eligibility for Candidate membership in the PTIAs (and therefore CIP)
- Verification of mentorship and sponsorship of work experience
- Delivery of courses and examinations leading to credentialing as a professional planner

#### Accreditation of University Academic Planning Programs:

- Administering accreditation reviews of university planning degree programs based on the accreditation program principles, policies and administrative arrangements

PSB operates under shared services agreements with CIP and the six participating PTIAs:

- [Canadian Institute of Planners](#)
- [Atlantic Planners Institute – LPPANS is a provincial association member of the Atlantic Planners Institute](#)
- [Ontario Professional Planners Institute](#)
- [Manitoba Professional Planners Institute](#)

- [Saskatchewan Professional Planners Institute](#)
- [Alberta Professional Planners Institute](#)
- [Planning Institute of British Columbia](#)

Other Planning Links:

There are many other groups involved, either directly or indirectly, in planning in Canada and around the world. The list below, while far from exhaustive, gives you a flavour of the many different planning stakeholders. Please note that CIP maintains reciprocal agreements with two of the bodies listed below (from Australia and the US); potential Candidate members who are already certified through one of the two can follow the special Reciprocal Agreement registration process with PSB.

- [Planning Institute of Australia\\*](#)
- [American Institute of Certified Planners\\*](#)
- [New Zealand Planning Institute](#)
- [Planning Accreditation Board](#)
- [Ordre des urbanistes du Québec](#)
- [Canadian Society of Landscape Architects](#)
- [Engineers Canada](#)
- [Architecture Canada](#)
- [Canadian Association of Planning Students](#)
- [Association of Canadian University Planning Programs](#)
- [Canadian Urban Institute](#)
- [Federation of Canadian Municipalities](#)
- [International Society of City and Regional Planners](#)
- [Canadian Association of Certified Planning Technicians](#)

*\* Denotes an organization with which CIP has a reciprocal agreement.*

Information on becoming a professional planner can be found here: [Candidate Process - Professional Standards Board \(psb-planningcanada.ca\)](#) .

## II: ANALYSIS OF REGISTRATION PRACTICES

As 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 regulatory bodies to assess the registration practices against the compliance criteria and develop an Action Plan to help each organization comply with the Act and improve registration practices, if applicable.

The Licensed Professional Planners Association of Nova Scotia responses to the FRPA Review Survey are detailed below, along with the Review Findings determined by the Review Officer in accordance with the Act.

### SECTION I: INFORMATION AND REGISTRATION PROCEDURES

This section asks questions about all practices and policies your organization may use to provide information to the applicant during the registration process. The registration process includes the actions required to be taken by individual applicants, and any documentation required to be submitted which will be used to assess the applicant's request for registration. Documentation examples could include transcripts, certificates, job descriptions, articles, letters of support, and evaluations. All communication to and from the applicant should be clear and understandable to all individuals, including those who may have received their qualifications outside of Canada.

#### QUESTION 1

Explain, in detail, the requirements for registration. Requirements include: 1) qualifications; 2) a list of the documentation an applicant must submit; and 3) the registration process and how requirements are met – from start to final decision. If there are steps (such as an exam or experience requirement) that take place as a part of the registration process, please include. Also, explain how this information is communicated to applicants. Provide links to any information available on a publicly accessible website.

Alignment with the FRPA: Section 7(c), 9(a), 16(3)(a), (b), (e) and (g)

RESPONDENT ANSWER	Use the chart provided to identify each type of license issued. In each column next to the license type, identify the qualifications, documentation required, a step by step overview of the registration process, and communication of information.				
LICENSE TYPE	QUALIFICATIONS (LIST)	DOCUMENTATION (LIST)	REGISTRATION PROCESS AND HOW REQUIREMENTS ARE MET BY APPLICANT (STEP-BY-STEP)	COMMUNICATION OF INFORMATION (DESCRIBE & ADD ANY RELEVANT LINKS)	
<ul style="list-style-type: none"> <li>LPP (Licensed Professional Planner)</li> </ul>	<ul style="list-style-type: none"> <li>Candidate member of PTIA</li> <li>Employed in planning</li> <li>University degree or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Application form to PSB</li> <li>Official university transcript</li> <li>Confirmation of employment &amp; job description</li> <li>Proof of membership with ACIP or PIA (reciprocal membership applicants only)</li> <li>Portfolio and self assessment form (PLAR applicants only)</li> <li>Name of mentor</li> <li>Name of sponsor</li> <li>Work logs</li> <li>Sponsor logs</li> <li>Once accepted by PSB, Application form sent to API for LPPANS- LPPANS Application for Membership and License (<a href="https://atlanticplanners.org/wp-content/uploads/2019/07/LPPANS-Revised-Application-Form.pdf">https://atlanticplanners.org/wp-content/uploads/2019/07/LPPANS-Revised-Application-Form.pdf</a>)</li> </ul>	<ul style="list-style-type: none"> <li>Completed application with all necessary supplementary documents must be submitted to PSB</li> <li>The PSB takes 2-3 weeks to review the application and if all is in order, the PSB will provide a recommendation to the local PTIA (API) who contacts the applicant to complete the LPPANS application form. Upon return of the application form, API coordinates a vote by the LPPANS executive to approve the Candidate membership.</li> <li>Mentorship period (1 year)</li> <li>Candidate meets with mentor frequently over the year and 4-6 meetings must be documented using the mentor template and returned to the PSB</li> <li>Logging work experience (to be reviewed, validated and signed off on by sponsor)</li> <li>Responsible planning experience should be logged and outlined in the PSB template (technical, clerical or administrative work is not eligible to be logged)</li> <li>Accredited Degree applicants must log the equivalent of two years of responsible planning experience (one of which can be backlogged)</li> <li>PLAR applications are required to log one year of responsible planning experience</li> <li>All candidates are required to complete the Ethics &amp; Professionalism course and test – the candidate has 6 months to complete the course and test</li> <li>Mentorship, work logs and the ethics course &amp; test can all be completed concurrently</li> <li>The Professional Examination is the final step in the registration process to obtain the LPP designation</li> </ul>	<ul style="list-style-type: none"> <li>All information is communicated to the candidates via email, depending on the communication this may include the attachment of a formal letter of decision</li> <li>All information detailing the process including qualifications, documentation and registration process is available on the PSB website at <a href="https://psb-planningcanada.ca/certification-process/application-process/">https://psb-planningcanada.ca/certification-process/application-process/</a></li> <li>API coordinates the flow of applications and information between PSB and LPPANS, and stores all application information on behalf of LPPANS</li> <li>API also has a page- Becoming a Professional Planner that outlines the process to becoming a planner in Atlantic Canada, including in Nova Scotia. <a href="#">Becoming A Professional Planner – Atlantic Planners Institute</a></li> </ul>	

				<ul style="list-style-type: none"> <li>• Candidates are eligible to write once all of the above has been completed (candidate membership in PTIA, work logs signed by sponsor and submitted to the PSB, mentor logs signed by mentor and submitted to the PSB, ethics test has been passed</li> <li>• The Professional Examination is a formal, multiple choice examination that is offered twice in year each, once in the Spring and once in the Fall</li> <li>• A pass is 80% or higher</li> <li>• The candidate has 3 chances to pass the Professional Examination</li> <li>• Upon confirmation of all requirements by PSB, the local PTIA (API) is informed and API contacts the Candidate to complete the LPPANS application form. API coordinates a vote by the LPPANS executive for formal approval of the Candidate as a fully licensed member. Upon approval, API informs the LPPANS registrar, who then issues the license.</li> </ul>	
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<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body provides information about its registration practices in a clear and understandable form; and</li> <li>• The regulating body explains the qualifications required for registration; and</li> <li>• The regulating body identifies documentation of qualifications that must accompany an application; and</li> <li>• The regulating body explains the registration process and how requirements for registration are to be met; and</li> <li>• The regulating body explains how information is communicated; and</li> <li>• The regulating body provides information on a publicly accessible website; and</li> <li>• The regulating body provides copies of blank application forms for registration on a publicly accessible website.</li> </ul>				

	<p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not provide information about its registration practices in a clear and understandable form; or</li> <li>• The regulating body does not explain the qualifications required for registration; or</li> <li>• The regulating body does not identify documentation of qualifications that must accompany an application; or</li> <li>• The regulating body does not explain the registration process and how requirements for registration are to be met; or</li> <li>• The regulating body does not explain how information is communicated; or</li> <li>• The regulating body does not provide information on a publicly accessible website; or</li> <li>• The regulating body does not provide copies of blank application forms for registration on a publicly accessible website.</li> </ul>
<p><b>REVIEW FINDINGS</b></p>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not compliant</p>
<p><b>COMMENTS: REVIEW FINDINGS</b></p>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>Although Candidates are not licensed, they are practicing members of LPPANS under supervision, which equates to a limited license. The FRPA requires that information on registration practices be provided in a clear and understandable form to individuals applying or intending to apply for registration. As the regulator for Nova Scotia with legislation that gives authority to self-regulate, LPPANS is responsible to provide information on registration practices to individuals who may be interested in either Candidacy or Licensure. Though referrals may be made to third party associates for their part in the assessment process, the first point of contact for registration in Nova Scotia is LPPANS. The response to this question provides information on requirements for registration from application for Candidacy, through full licensure. To fulfill requirements for transparency, LPPANS should make this information publicly available in a clear and understandable manner, inclusive of application forms for membership with LPPANS.</p>

**QUESTION 2**

Do you have a registration process for applicants who have international qualifications? If so, describe the process and include a list of the documentation an applicant must submit. How is information on the registration process communicated to applicants with international qualifications? Provide links to any information available on a publicly accessible website.

Alignment with the FRPA: *Section 7(c), 9(a) and 16(3)(b), (e), (g)*

**RESPONDENT ANSWER**

Use the chart provided to identify each type of license issued. In each column next to the license type, identify the documentation required, a step by step overview of the registration process, and how information is communicated.

LICENSE TYPE	DOCUMENTATION (LIST)	REGISTRATION PROCESS AND HOW REQUIREMENTS ARE MET BY APPLICANT (STEP-BY-STEP)	COMMUNICATION OF INFORMATION (DESCRIBE & ADD ANY RELEVANT LINKS)
<ul style="list-style-type: none"> <li>• LPP</li> </ul>	<ul style="list-style-type: none"> <li>• Be employed in planning</li> <li>• First option: Hold full, professional certified membership (or equivalent) in a foreign professional planning organization with which the profession in Canada maintains a formal reciprocal membership agreement. Currently the PSB maintains formal reciprocal membership agreements with the American Institute of Certified Planners (AICP) and the Planning Institute of Australia (AIP). Documentation required is application form, confirmation of employment, job description, official transcripts, foreign membership confirmation</li> <li>• Second option: PLAR (Prior Learning and Assessment) route. Documentation required is confirmation of employment, job description, official transcript, cover letter, portfolio, resume demonstrating 5 years of professional planning experience. followed is the same as above.</li> <li>• For all options, Candidates apply through the Candidate portal on the PSB website (<a href="https://psb-planningcanada.ca">Candidate Portal - Professional Standards Board (psb-planningcanada.ca)</a>)</li> <li>• LPPANS Application for Membership and License (<a href="https://atlanticplanners.org/wp-content/uploads/2019/07/LPPANS-Revised-Application-Form.pdf">https://atlanticplanners.org/wp-content/uploads/2019/07/LPPANS-Revised-Application-Form.pdf</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• For both options, the documentation is submitted and assessed by PSB. If it meets the requirements, the applicant is recommended as a Candidate. From this point, the same process as above is followed for application as a Candidate, followed by application as a full licensed member</li> </ul>	<ul style="list-style-type: none"> <li>• All information is communicated to the candidates via email, depending on the communication this may include the attachment of a formal letter of decision</li> <li>• Information on this process can be found on the PSB website here: <a href="https://psb-planningcanada.ca/certification-process/application-process/reciprocal-advanced-standing/">https://psb-planningcanada.ca/certification-process/application-process/reciprocal-advanced-standing/</a> and at <a href="https://psb-planningcanada.ca/certification-process/application-process/prior-learning-assessment-plar/">https://psb-planningcanada.ca/certification-process/application-process/prior-learning-assessment-plar/</a>. API also has a page-Becoming a Professional Planner that outlines the process to becoming a planner in Atlantic Canada, including in Nova Scotia. Becoming A Professional Planner - Atlantic Planners Institute . <a href="https://atlanticplanners.org/professional-planning-2/becoming-a-professional-planner/">https://atlanticplanners.org/professional-planning-2/becoming-a-professional-planner/</a></li> </ul>
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	If you do not have a process, please explain.			
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body provides information about its registration practices in a clear and understandable form to individuals who received their qualifications outside Canada; and</li> <li>• The regulating body identifies documentation of qualifications that must accompany an application; and</li> <li>• The regulating body explains the registration process and how requirements for registration are to be met; and</li> <li>• The regulating body explains how information is communicated; and</li> <li>• The regulating body provides information on a publicly accessible website; and</li> <li>• The regulating body provides copies of blank application forms for registration on a publicly accessible website.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not provide information about its registration practices in a clear and understandable form to individuals who received their qualifications outside Canada; or</li> <li>• The regulating body does not identify documentation of qualifications that must accompany an application; or</li> <li>• The regulating body does not explain the registration process and how requirements for registration are to be met; or</li> <li>• The regulating body does not explain how information is communicated; or</li> <li>• The regulating body does not provide information on a publicly accessible website; or</li> <li>• The regulating body does not provide copies of blank application forms for registration on a publicly accessible website.</li> </ul>			
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not compliant</p>			
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>As stated above, as the regulator for Nova Scotia with legislation that gives authority to self-regulate, LPPANS is responsible to provide information on registration practices to individuals, including those who received their qualifications outside of Canada. Though referrals may be made to third party associates for their part in the assessment process, the first point of contact for registration in Nova Scotia is LPPANS. The response to this question indicates that there are registration practices for</p>			

individuals who received their qualifications outside of Canada, but there is a significant involvement by third parties. To fulfill requirements for transparency, LPPANS should make this information publicly available in a clear and understandable manner, inclusive of application forms for membership with LPPANS.

### QUESTION 3

Do you have a registration process for applicants who are registered/licensed in another jurisdiction in Canada (CFTA transfers)? If so, describe the process and include a list of the documentation an applicant must submit. How is information on the registration process communicated to applicants who are CFTA transfers? Provide links to any information available on a publicly accessible website.

Alignment with FRPA: *Sections 3, 7(c), 9(a) and 16(3)(b), (e), (g)*

**CFTA transfers:** applicants who are currently registered/licensed in another jurisdiction in Canada, in accordance with the Canadian Free Trade Agreement (CFTA).

#### RESPONDENT ANSWER

**Use the chart provided to identify each type of license issued. In each column next to the license type, identify the documentation required, a step by step overview of the registration process, and how information is communicated.**

LICENSE TYPE	DOCUMENTATION (LIST)	REGISTRATION PROCESS AND HOW REQUIREMENTS ARE MET BY APPLICANT (STEP-BY-STEP)	COMMUNICATION OF INFORMATION (DESCRIBE & ADD ANY RELEVANT LINKS)
<ul style="list-style-type: none"> <li>LPP</li> </ul>	<ul style="list-style-type: none"> <li>Confirmation of membership in good standing of other provincial association</li> <li>Application form for transfer, or application form for membership <a href="#">SECTION I (atlanticplanners.org)</a></li> </ul>	<ul style="list-style-type: none"> <li>If transferring credentials from another jurisdiction, applicant uses transfer form (standardized across country) from the originating PTIA as well as LPPANS Application Form and it is sent by the originating PTIA along with proof of membership in good standing in that originating jurisdiction (email from Registrar of that jurisdiction) to API (LPPANS).</li> <li>If applying for LPP while maintaining registration in the originating current province, applicant completes application form and sends to API</li> <li>API confirms with the originating province that the member is in good standing by seeking email confirmation from the Registrar of that jurisdiction</li> <li>API coordinates a vote of the LPPANS board to accept the member</li> </ul>	<ul style="list-style-type: none"> <li>Transfer form is sent to API, who contacts the member and has the LPPANS application form filled</li> <li>Once approved by the LPPANS board, a formal acceptance letter is prepared and sent to the member</li> <li>A license is prepared and sent to the new member.</li> <li>Information on membership transfer is found on the API website at <a href="https://atlanticplanners.org/member-services/moving/">https://atlanticplanners.org/member-services/moving/</a></li> <li>Confirmation of membership in good standing is communicated through email by the originating province, and confirmed on the transfer form. Transfer forms and LPPANS application forms are sent to API, who coordinates with LPPANS for the acceptance vote. An applicant send their request to transfer to the current jurisdiction who adds the proof of membership in good standing before that jurisdiction forwarding the request on behalf of the individual to API who manages the administration on behalf of LPPANS. Form there, the individual is communicated to by API to</li> </ul>

			<ul style="list-style-type: none"> <li>• Upon approval by the board, the LPPANS registrar issues the license</li> </ul>	request they complete the LPPANS application for membership form.
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<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body has a streamlined process to license applicants certified in another Canadian jurisdiction that regulates the same occupation; and</li> <li>• The regulating body identifies documentation of qualifications that must accompany an application; and</li> <li>• The regulating body explains the registration process and how requirements for registration are to be met; and</li> <li>• The regulating body explains how information is communicated; and</li> <li>• The regulating body provides information on a publicly accessible website; and</li> <li>• The regulating body provides copies of blank application forms for registration on a publicly accessible website.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not have a streamlined process to license applicants certified in another Canadian jurisdiction that regulates the same occupation; or</li> <li>• The regulating body has additional material requirements that must accompany an application; or</li> <li>• The regulating body does not explain the registration process and how requirements for registration are to be met; or</li> <li>• The regulating body does not explain how information is communicated; or</li> <li>• The regulating body does not provide information on a publicly accessible website; or</li> <li>• The regulating body does not provide copies of blank application forms for registration on a publicly accessible website.</li> </ul>			
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not compliant</p>			

<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>As stated above, as the regulator for Nova Scotia with legislation that gives authority to self-regulate, LPPANS is responsible to provide information on registration practices to individuals, including those who are registered in another jurisdiction in Canada. Though referrals may be made to third party associates for their part in the process, the first point of contact for registration in Nova Scotia is LPPANS. The response to this question indicates that there is a streamlined registration process for individuals who are registered and in good standing in another jurisdiction in Canada, but information on these registration practices is not made public by the regulating body. To fulfill requirements for transparency, LPPANS should make this information publicly available in a clear and understandable manner, inclusive of application forms for membership with LPPANS.</p>
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**QUESTION 4**

Do you charge a fee for the registration process? If so, describe the fee and explain how this information is communicated to applicants. Include a link to information published in the public domain. If there is a third-party process with associated fees, please explain and provide a link to relevant information available on a publicly accessible website.

Alignment with the FRPA: *Section 7(f) and 16(3)(d)*

<b>RESPONDENT ANSWER</b>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Describe and explain: PSB fees for the Candidate application and assessment process: Accredited degree assessment fee (bottom of the page): <a href="https://psb-planningcanada.ca/certification-process/application-process/accredited-degree/">https://psb-planningcanada.ca/certification-process/application-process/accredited-degree/</a> PLAR assessment fee (bottom of the page): <a href="https://psb-planningcanada.ca/certification-process/application-process/prior-learning-assessment-plar/">https://psb-planningcanada.ca/certification-process/application-process/prior-learning-assessment-plar/</a> Reciprocal assessment fee (bottom of the page): <a href="https://psb-planningcanada.ca/certification-process/application-process/reciprocal-advanced-standing/">https://psb-planningcanada.ca/certification-process/application-process/reciprocal-advanced-standing/</a></p> <p>API collects annual membership fees for all LPPANS members including Candidates and Licensed members. Fees are for LPPANS, API and CIP. Fee information is available on the API website at <a href="https://atlanticplanners.org/member-services/categories-and-fees/">https://atlanticplanners.org/member-services/categories-and-fees/</a>. These annual member dues are separate from any dues collected by the PSB as part of the Candidate application process.</p>
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<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body provides information setting out any fees for registration in a clear and understandable form; and</li> <li>• The regulating body describes the fees even if they are not applicable or are \$0; and</li> <li>• The regulating body provides information about fees on a publicly accessible website.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not provide information setting out any fees for registration in a clear and understandable form; or</li> </ul>
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	<ul style="list-style-type: none"> <li>• The regulating body does not describe the fees even if they are not applicable or are \$0; or</li> <li>• The regulating body does not provide information about fees on a publicly accessible website.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>As stated above, as the regulator for Nova Scotia with legislation that gives authority to self-regulate, LPPANS is responsible to provide information setting out any fees for registration in a clear and understandable form, even if there is no fee. If all fees are associated with third-party processes, links should be provided to make this information fully accessible from the website of the regulating body. To fulfill requirements for transparency, LPPANS should make information on fees publicly available in a clear and understandable manner.</p>

<b>QUESTION 5</b>	
<p>When documentation cannot be obtained by an applicant for reasons beyond their control, do you advise the applicant about what alternative documentation could be supplied that may be acceptable to the regulating body? (Example: a sworn statement in lieu of full documentation.) If so, explain. Include specifics related to acceptable alternatives to required documentation as well as the process and circumstances under which an applicant may make a request for alternative information to be considered. Include a link to any published information, if available.</p> <p>Alignment with the FRPA: <i>Sections 9(b) and 16(3)(c)</i></p>	
<b>RESPONDENT ANSWER</b>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If yes, please explain:</p> <p>Not applicable as all required documentation is easily attainable.</p>
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body advises applicants on alternative documentation that applicants may provide when they cannot obtain documentation for reasons beyond their control; and</li> </ul>

	<ul style="list-style-type: none"> <li>• The regulating body has guidelines to describe acceptable alternative information to be provided by applicants who cannot obtain documentation for reasons beyond applicants' control; and</li> <li>• The regulating body advises applicants about information required to consider a request to accept alternative documentation.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not advise applicants on alternative documentation that applicants may provide when they cannot obtain documentation for reasons beyond their control; or</li> <li>• The regulating body does not have guidelines to describe acceptable alternative information to be provided by applicants who cannot obtain documentation for reasons beyond applicants' control; or</li> <li>• The regulating body does not advise applicants about information required to consider a request to accept alternative documentation.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>As per questions 1, LPPANS does not collect documentation from applicants. All information is collected by third parties involved in the registration process. LPPANS should ensure that third party agreements include expectations regarding fair registration practices, such as alternative documentation that applicants may provide when they cannot obtain documentation for reasons beyond their control.</p>

## QUESTION 6

Do you provide any support to applicants during the registration process? If so, describe the type of support provided. (Examples: contact information, explanation of registration requirements, translation services, etc.). How is information about supports communicated to applicants? Provide a link to information available on a publicly accessible website.

Alignment with the FRPA: *Sections 7(e) and 16(3)(k)*

<b>RESPONDENT ANSWER</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <b>If yes, describe:</b> The PSB website details all steps and processes. Additionally, there is a FAQ page and a direct email to the Certification Manager who is able to respond to anything not covered online: <a href="https://psb-planningcanada.ca/faqs/">https://psb-planningcanada.ca/faqs/</a> . In addition, API staff respond to any questions by applicants, and contact Candidates once approved into the process and assist with any issues. API staff and LPPANS can also assist applicants in identifying a mentor or sponsor.
<b>COMPLIANCE CRITERIA</b>	<b>Compliant:</b> <ul style="list-style-type: none"> <li>• The regulating body provides support to the applicant during the registration process; and</li> <li>• The regulating body describes the type of support provided to the applicant during the registration process; and</li> <li>• The regulating body provides information about the type of support provided to applicants during the registration process on a publicly accessible website.</li> </ul> <b>Not compliant:</b> <ul style="list-style-type: none"> <li>• The regulating body does not provide support to the applicant during the registration process; or</li> <li>• The regulating body does not describe the type of support provided to the applicant during the registration process; or</li> <li>• The regulating body does not provide information about the type of support provided to applicants during the registration process on a publicly accessible website.</li> </ul>
<b>REVIEW FINDINGS</b>	<b>To be completed by the FRPA Review Officer:</b>  <input checked="" type="checkbox"/> Compliant  <input type="checkbox"/> Not compliant
<b>COMMENTS: REVIEW FINDINGS</b>	<b>Comments, to be completed by the FRPA Review Officer:</b>

**QUESTION 7**

Do you have a documented policy and/or process to describe existing accommodation practices for applicants with a physical or mental disability? If so, provide a description. Include information on the types of accommodation that can be made, as well as an explanation for how an applicant would request an accommodation. Include a link to any published information, if available.

Alignment with the FRPA: *Section 16(3)(h)*

**Person with a Disability:** An individual with a disability is a person with a physical or mental impairment that limits one or more major life activities that the average person in the general population can perform.

**Reasonable Accommodation:** Reasonable accommodation is defined as a modification or adjustment to the application process or the environment that enables a qualified applicant with a disability to be considered for certification that will not:

- cause “undue hardship” to the application or examination process;
- bypass occupational requirements; or
- compromise accepted safety standards of the profession.

**RESPONDENT ANSWER**

Yes

No

**If yes, describe:**

Special needs and accommodations are addressed on the examinations webpage: <https://psb-planningcanada.ca/professional-examination/>

At the time you register for the Examination, please advise the office of your requirements, and we will attempt to accommodate you. Please note that if you require the Examination in a special format (Braille, audio, etc.), we will need at least four (4) weeks’ notice. If you require an assistive device, please arrange to bring your own, as PSB does not own any of these devices. If your assistive device requires power, kindly let us know at least a week in advance so we can ensure power is available for you. If you will be bringing a service animal or support person, please let us know at least four (4) weeks in advance so we can determine whether we need to arrange a separate room for you.

**COMPLIANCE CRITERIA**

**Compliant:**

- The regulating body has a policy and/or process to describe existing accommodation practices for applicants with a physical or mental disability; and
- The regulating body describes the types of accommodation, and how an applicant can request accommodation.

**Not compliant:**

- The regulating body does not have a policy and/or process to describe existing accommodation practices for applicants with a physical or mental disability; or
- The regulating body does not describe the types of accommodation, and how an applicant can request accommodation.

<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input checked="" type="checkbox"/> Compliant</p> <p><input type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p>

### QUESTION 8

Do you have a documented process by which an applicant can request access to their registration records? If so, describe how an applicant can make this request, any exclusions to information that can be provided, and any fees that may apply. Include a link to any published information, if available.

Alignment with the FRPA: *Sections 12(1) through (5) and 16(3)(j)*

<b>RESPONDENT ANSWER</b>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><b>If yes, describe:</b></p> <p>All registration records throughout the registration process are available to the candidate through their candidate portal: <a href="https://certification.psb-planningcanada.ca/">https://certification.psb-planningcanada.ca/</a> . This includes their complete application file with PSB for the whole time they are an applicant and after accepted as a Candidate. It includes invoices, exam results, status of application, where they are in Candidate process to become a member, and any and all documentation they have uploaded.</p> <p>Once an applicant has become a Candidate member or Licenced Member, their membership file is accessible to them through the membership management database. Additional membership information is collected and maintained by API on behalf of LPPANS. The membership management database is maintained by API on behalf of LPPANS. It is part of a national database that is accessible to the member here: <a href="https://www.cip-icu.ca/">Canadian Institute of Planners   CIP (cip-icu.ca)</a>. It includes tracking on Continuous Professional Learning, membership invoices, renewal receipts, etc.</p> <p>The Candidate portal information is maintained by PSB and remains accessible.</p> <p>Although membership information portal would no longer be accessible if a member ceased to be a member, their record is maintained and can be accessed with a request.</p>
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	An applicant can request their information in writing at any time from either database. There are no additional fees.
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body has an established process by which an applicant can make a request in writing for access to their registration records; and</li> <li>• The regulating body describes how an applicant can make a request, any exclusions to information that can be provided and any fees that may apply.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not have a documented process by which an applicant can request in writing for access to their registration records; or</li> <li>• The regulating body does not describe how an applicant can make a request, any exclusions to information that can be provided, and any fees that may apply.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input checked="" type="checkbox"/> Compliant</p> <p><input type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<b>Comments, to be completed by the FRPA Review Officer:</b>

## SECTION II: ASSESSMENT CRITERIA AND COMMUNICATION OF DECISION PROCESSES

This section will explore assessment practices and how these practices are communicated to an applicant. An assessment measures an applicant’s skills, knowledge, qualifications, and credentials against the standard that must be met by your regulating body to be granted a licence/certification. Information on the criteria (Examples: exam material, competency information, work experience, requirements, etc.) used for assessment, how that information is communicated to the applicant, and how final registration/application decisions are provided will be requested in this section.

## QUESTION 9

Explain, in detail, the criteria used by the regulating body to assess if an applicant has met requirements to be registered/licensed. (Examples: competencies, pass marks, experience standards, etc.) Also, explain how this information is communicated to applicants. Provide links to information available on a publicly accessible website.

If there is a third-party assessor involved in the process, describe their role in the space provided.

Alignment with the FRPA: *Section 7(d) and 16(3)(i)*

### RESPONDENT ANSWER

Explain the criteria used for assessment and how the information is communicated:

All information on the requirements for assessment leading up to the professional exam can be found here; <https://psb-planningcanada.ca/certification-process/application-process/>

All information on the professional exam assessment can be found here: <https://psb-planningcanada.ca/professional-examination/> .

Information is passed through API, which coordinates the LPPANS voting process, stores relevant documents, and maintains the member database.

The LPPANS Board reviews the application package, including the application form for LPPANS and the recommendation from PSB as to the eligibility of an applicant to become a Candidate member. The recommendation of PSB is made based on the national standards adopted by LPPANS. The LPPANS Board makes the final decision.

Is a third party involved in the assessment process?

Yes

No

If yes, name the third-party(s) and describe their role:

The Professional Standards Board manages the application and certification process in accordance with standards that have been developed nationally and adopted by LPPANS.

API is not a third party in the assessment process. It does not do assessments, but it does collect and retain all documentation on behalf of LPPANS as their administrative centre. API only receives the recommendation from PSB, obtains the Application for LPPANS and assures all appropriate documentation is attached before sending to the LPPANS Board for a vote. API will also confirm for PSB if a Candidate is a member in good standing (paid membership fees and Continuous Professional Learning goals met) to confirm eligibility for a Candidate to sit the professional exam. API does not do any assessments or oversee the one-year experience.

<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body describes all criteria used to assess whether the requirements for registration have been met; and</li> <li>• The regulating body explains how information is communicated; and</li> <li>• The regulating body provides information on a publicly accessible website; and</li> <li>• The regulating body describes the role of third-party assessors (if applicable).</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not describe all criteria used to assess whether the requirements for registration have been met; or</li> <li>• The regulating body does not explain how information is communicated; or</li> <li>• The regulating body does not provide information on a publicly accessible website; or</li> <li>• The regulating body does not describe the role of third-party assessors (if applicable).</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>According to the answer, assessment of the qualification is completed by PSB while the LPPANS Board makes the final decision. For this reason, it is important to ensure that LPPANS makes information publicly available regarding the role of the third-party assessor with links to relevant information, and include the criteria used by the Board to make final decisions regarding registration. To fulfill requirements for transparency and objectivity with regards to eligibility for registration, a description of the criteria used for assessment and the role of third parties must be publicly available in a clear and accessible manner.</p>

**QUESTION 10**

Explain how you communicate registration decisions to applicants and the approximate length of time required to issue a registration decision. When registration is not successful, do you provide reasons? Describe the reasons why registration may not be successful.

Also, describe any information you provide on programs/services available to support the future success of applicants.

Alignment with the FRPA: *Sections 8(b), (c) and (d)*

**RESPONDENT ANSWER**

**Explain the registration decision communication process:**

Exam results are communicated by PSB within two weeks of the sitting. Official letters are provided as email attachments. A successful candidate would receive the messaging below:

Congratulations on successfully completing the Professional Examination which took place on March 22nd, 2021. We are pleased to inform you that your final mark met or exceeded the “pass” criterion of 80%. You have also met the other criteria for completion of PSB’s “eligibility for certification” process:

- Sponsorship
- Mentorship
- Ethics & Professionalism Course and Test

We are notifying both you and will notify your provincial institute that you are now eligible for their consideration as a certified member. Please note that completion of our process does not automatically confer certification –this is determined solely by your Provincial or Territorial Institute or Association. There may be additional fees associated with their processing of your application, and there is an annual fee for certified membership. Once again, congratulations on your achievement. We wish you the best success in your future career in planning.

Best,  
Professional Standards Board for the Planning Profession in Canada

An unsuccessful candidate is provided with a detailed scoring matrix along with information on how the candidate scored in each category:

**Feedback Matrix:** Your scores below will fall into one of the following ranges:

Level 6	Over 90%	Passing grade
Level 5	80% - 89%	Passing grade
Level 4	70% - 79%	You are very close to succeeding in the exam. For your next attempt, review all of the study notes you have prepared, focusing on issues and examples. Meet with your mentor to go over each of the areas of professional responsibility. Review the CIP Code of Professional Conduct with your mentor. While taking the Professional Examination, read each question carefully. During the next sitting, remember to read each question carefully. If you are unsure of the correct answer to a question, move to the next question and come back to it later.
Level 3	60% - 69%	Additional preparation and studying for the Examination is necessary. Please review the Study Guide in detail and prepare a study program. Meet with your mentor and sponsor at least once and go over each area of professional responsibility. Please review the CIP Code of Professional Conduct with your mentor and sponsor. Review all the material in the Ethics and Professionalism course in detail. You will need to spend additional time preparing for the Examination. During the next sitting, remember to read each question carefully. If you are unsure of the correct answer to a question, move to the next question and come back to it later.

Level 2	50% - 59%	Look closely at your Professional Examination results and the areas where your scores are lowest. You will need to focus on these areas the most but studying all areas, including the CIP Code of Professional Conduct, is necessary. Review your logs and your mentor meeting notes. Study all course material in detail including the Ethics and Professionalism course. We strongly recommend additional meetings with both your mentor and sponsor including reviewing all your study notes. You will need much more preparation time. During the next sitting, remember to read each question carefully. If you are unsure of the correct answer to a question, move to the next question and come back to it later.
Level 1	50% and under	You will need to spend significant time preparing for your next sitting of the Examination. Do not rush into the next sitting; only register for the Professional Examination when you are fully prepared. You will need to review all your preparation material and the Ethics and Professionalism course in great detail. Treat them as new material that you must learn. Focus part of your preparation on the CIP Code of Professional Conduct. You will need to meet with your mentor and sponsor several times to go over your preparation material. Prepare study notes and focus on discussions with you mentor and sponsor on those notes. During the next sitting, remember to read each question carefully. If you are unsure of the correct answer to a question, move to the next question and come back to it later

**Next Steps:** We recognize that failing an Examination can be disappointing. We hope that the feedback below will provide some clarity as to which areas you should focus your attention on.

**How I Scored:**

Category	Level
Public Interest	level 6
Ethics and Decision Making	level 5
Professional Responsibility	level 3

The process of an applicant being accepted as a Candidate member by LPPANS once they have been accepted into the candidate process is essentially pro forma. API, on behalf of the LPPANS Board acts on the notification form the PSB that an applicant is eligible to become a Candidate, obtains the Application Form for LPPANS and then initiates an evote of the LPPANS Board for official acceptance.

Again, once a Candidate has completed all requirements and is eligible to become licenced, this information is communicated to API by PSB. API confirms the paperwork is all in place, confirms the member is a member “in good standing “with Continuous Professional Learning credits met and they have paid their membership dues, and then initiates an evote of the LPPANS Board to confirm the granting of a licence by sending a poll to the board members. The results are then communicated to the Registrar who issues the licence. In both instances, API staff communicates with the individual and officially sends a welcome letter, copying the LPPANS President and the PSB.

API does not do assessments. They facilitate the flow of information and provide communications to the applicants on behalf of LPPANS based on PSB assessments and LPPANS votes.

Board members need to know that PSB is deeming them eligible to become a licenced member as they have met the national standards as administered by PSB, are members in good standing, and have completed the Application Form to LPPANS. Board members have the freedom to vote no if they wish.

<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body explains the process they use to communicate registration decisions, and the timeframe; and</li> <li>• The regulating body provides written decisions to all applicants; and</li> <li>• The regulating body provides applicants with reasons when registration has not been granted; and</li> <li>• The regulating body provides information on programs/services available to support the future success of applicants, if applicable.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not explain the process they use to communicate registration decisions, and the timeframe; or</li> <li>• The regulating body does not provide written decisions to all applicants; or</li> <li>• The regulating body does not provide applicants with reason(s) when registration has not been granted; or</li> <li>• The regulating body does not provide information on programs/services available to support the future success of applicants, if applicable.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>As noted in response to previous questions, as the regulator for Nova Scotia with legislation that gives authority to self-regulate, LPPANS is responsible to provide information on registration practices and to communicate directly with individuals who may be applying or intending to apply for registration by the regulating body. Though third parties may be involved in the registration process, it is ultimately the regulating body that is responsible for the registration decision and communication. The response to this question indicates that API is communicating registration decisions on behalf of LPPANS. The LPPANS evote is an acknowledgement for receipt of a complete application form. It is not clear why a Board member would vote ‘no’ or what would happen if they did. To demonstrate objectivity and compliance with the FRPA, the regulating body must provide written decisions to all applicants along with reasons when registration is not granted.</p>

## SECTION III: INTERNAL REVIEW/APEAL PROCESS

Section 10 of the Act states “Where a regulating body does not provide registration to an applicant, the regulating body shall provide an internal review process within a reasonable time and shall inform the applicant of the internal review process and of the procedures and time frames for the internal review.” This section focuses on the internal review/appeal process, including opportunities

for an applicant to provide new information for a decision and details surrounding the decision-makers involved in the internal review/appeal process. Additionally, information on the training provided to individuals who make internal review/appeal decisions will be required.

QUESTION 11	
<p>Do you have a documented internal review process for applicants who disagree with the registration decision? Provide links to information available on a publicly accessible website.</p> <p>If yes, how and when is the applicant informed of their right to an internal review of the registration decision? Once this information is communicated, how long does the applicant have to request an internal review?</p> <p>If no, explain why you do not have an internal review process. If you do not have an internal review process, you do not need to complete the remainder of the questions about the internal review process.</p> <p>Alignment with the FRPA: <i>section 7(a) and 10(1)</i></p> <p><b>Internal review:</b> a rehearing, reconsideration, review or appeal or other process provided by a regulating body in respect of the merits of a registration decision, regardless of the terminology used to describe the process.</p>	
RESPONDENT ANSWER	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><b>If Yes, explain:</b></p> <p>The information is available to the candidate on the PSB website.</p> <p>Appeals must be received within 60 days of the decision. <a href="https://psb-planningcanada.ca/thank-you-for-completing-the-psb-professional-examination/">https://psb-planningcanada.ca/thank-you-for-completing-the-psb-professional-examination/</a></p> <p>Applicants can appeal decisions of the LPPANs board directly to the board in writing.</p> <p><b>If No, explain why not:</b></p>
COMPLIANCE CRITERIA	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body has a documented internal review process; and</li> <li>• The regulating body provides information on a publicly accessible website; and</li> <li>• The regulating body informs applicants about the internal review process and of the procedures and timeframes for the internal review.</li> </ul>

	<p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not have a documented internal review process; or</li> <li>• The regulating body does not provide information on a publicly accessible website; or</li> <li>• The regulating body does not inform applicants about the internal review process; or</li> <li>• The regulating body does not inform applicants how long they have to submit a request for an internal review of the registration decision.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>The third party has a publicly accessible internal review process. This question probes the internal review process offered by the regulating body. There is a process referred to in the Act and by-laws, but it does not appear to be publicly available. It is not clear how applicants are informed of their right to appeal the decision of the Board, or timeframes associated with that. To be compliant with the FRPA the regulating body must inform the public about their internal review processes and specifically inform denied applicants about the procedures and time frames.</p>

<b>QUESTION 12</b>	
<p>Describe your internal review process. Provide a detailed description of the procedures in this process, including opportunities the applicant has to provide new information and to make submissions with respect to their internal review.</p> <p>Alignment with the FRPA: <i>Sections 10(1), (2), (4), 16(3)(m)</i></p>	
<b>RESPONDENT ANSWER</b>	<p>Appeals to the application process through the PSB:</p> <p>Accredited Degree and Reciprocal Agreement Route Applicants</p> <p>Applicants for entry via the Accredited Degree and Reciprocal Agreement routes who have not been accepted by PSB may appeal the decision solely on the question of whether their employment constitutes employment in planning; the holding of an accredited degree or of full/certified membership (or equivalent) in good standing in an organization with which a Reciprocal Agreement exists is a matter of fact and not grounds for appeal. Appeals shall be heard by a panel of three (3) Full/Certified members appointed by PSB’s Professional Examination and Education Committee (PEEC), and the panel’s decision shall be final.</p>

## PLAR Route Applicants

Applicants for entry via the PLAR route who have not been accepted by PSB may appeal after the second resubmission of their application has been approved by making a third submission directly to PEEC, which shall appoint a panel of three (3) Full/Certified members to review the submission and make a determinative decision.

## Financial

PSB shall, by policy, establish fees for applications and appeals. Such fees shall be established on a cost-recovery basis.

## Appeals to the professional examination:

Those who entered our process and failed the Examination are subject to the appeals process outlined below.

## Grounds for Appeal

Appeals may only be launched on procedural grounds.

Procedural appeals would arise where the Examination process was not applied fairly to the Candidate. Situations where this might occur include:

Notice of the date, time and location of the examination was not provided to the Candidate in a timely fashion.

Failure to notify the Candidate whether his/her proposed invigilator is acceptable to PSB.

Failure to supply the necessary number of copies of the examination.

Unreasonable failure to accommodate a Candidate's special needs.

Deferments unreasonably withheld.

Unforeseen personal or family emergency.

## Appeals Process

For appeals, a three-person Appeal Committee would be appointed. The Committee will consist of one person with Examiner experience, one person from PEEC or APC, and one person appointed from the general CIP/PTIA membership. Candidates will only be able to appeal the result of a specific sitting once.

A Candidate wishing to appeal his/her result shall submit a request for an appeal to the PSB Executive Director. The request shall provide details of the grounds on which the appeal is sought. Supporting documentation (e.g. copies of e-mails) should be available if appropriate.

	<p>Procedural Appeals</p> <p>Both the Candidate and staff will provide any supporting documentation (e.g. e-mails) to the Committee ahead of its meeting. The Committee may determine that either or both parties should be requested to appear at the meeting, present their arguments, and be questioned. The Committee may also ask that the parties produce additional documentation or provide witnesses. The aim of the Committee is to determine the facts and whether, given those facts, the appeal should be allowed.</p> <p>The Committee has these options:</p> <p>Agree that the Candidate failed, had used an attempt, and would have to re-sit the examination at the regular fee applied to re-sits; or</p> <p>Determine that the Candidate’s result should be nullified, should not count as an attempt, and that the Candidate would re-sit the examination at no additional cost</p> <p>Committee members who know a Candidate should recuse themselves. In this case, a third person will be appointed, but only in respect of the Candidate(s) where a single member has recused him/herself; if, in total, two or more Committee members recuse themselves (e.g., one person regarding Candidate A and another person regarding Candidate B), those appeals will should be referred to a new Committee.</p> <p>As API/LPPANS admit Candidates and fully certified members once PSB has approved an application or confirmed a Candidate has completed the process, API and LPPANS do not have an appeals policy as any disputes would be handled by PSB on LPPANS’ behalf.</p>
<p><b>COMPLIANCE CRITERIA</b></p>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body describes a clearly defined process for an internal review of the registration decision which includes procedures and time frames for the internal review; and</li> <li>• The regulating body describes opportunities the applicant has to provide new information and to make submissions in support of their internal review (e.g. documented evidence, hearing, etc.).</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not describe a clearly defined process for an internal review of the registration decision which includes procedures and time frames for the internal review; or</li> <li>• The regulating body does not describe opportunities the applicant has to provide new information or specify how submissions are to be made.</li> </ul>
<p><b>REVIEW FINDINGS</b></p>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not compliant</p>

<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>The previous question says, applicants can appeal decisions of the LPPANs board directly to the board in writing, implying that there is an internal review process. An internal review process is described in the Act and by-laws. There is a good description of the PSB internal review process, but this question is probing the details of the LPPANS internal review process. To be compliant with the FRPA a regulating body must have 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.</p>
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QUESTION 13	
<p>Are the decision-makers for the internal review different from the decision-makers that were involved in the original decision? Does your documented process state this information? Explain the process that is used to ensure that internal review decision-makers are different from the original decision-makers.</p> <p>Alignment with the FRPA: <i>Sections 10(5) and 16(3)(n)</i></p>	
<b>RESPONDENT ANSWER</b>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><b>Explain:</b></p> <p>See policies in Question 12.</p>
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body ensures that internal review decision-makers are different from the original decision; and</li> <li>• The regulating body has a documented statement in the internal review process regarding the separation of internal review decision-makers from the original decision-makers; and</li> <li>• The regulating body explains the process used to ensure the separation of internal review decision-makers from the original decision.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not have internal review decision-makers who are different from the original decision; or</li> <li>• The regulating body does not have a documented statement in the in the internal review process regarding the separation of internal review/appeal decision-makers from the original decision-makers; or</li> <li>• The regulating body does not explain the process used to ensure the separation of internal review decision-makers from the original decision.</li> </ul>

<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>As noted above, since LPPANS have the final decision-making power regarding registration, an internal review process, with decision-makers separate from the original decision-makers, is required. To be compliant with the FRPA the regulating body will ensure that no one who acted as a decision-maker in respect of a registration decision may act as a decision-maker in an internal review of the same decision.</p>

<b>QUESTION 14</b>	
<p>Have the decision-makers for the internal review received training on conducting on an internal review? If so, describe the training.</p> <p>Alignment with the FRPA: <i>Sections 11 and 16(3)(p)</i></p>	
<b>RESPONDENT ANSWER</b>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><b>If yes, please describe:</b></p> <p>Internal training is made available to decision makers for internal reviews.</p>
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body ensures that internal review decision-makers have received training on conducting an internal review; and</li> <li>• The regulating body describes the training.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not ensure that internal review decision-makers have received training on conducting an internal review; or</li> <li>• The regulating body does not describe the training.</li> </ul>

<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>No description has been provided regarding training being made available to decision-makers. To be compliant with the FRPA a regulating body must ensure that internal review decision-makers have received training on conducting an internal review and that a description of the training is available.</p>

<b>QUESTION 15</b>	
<p>Explain how you communicate the result of an internal review to applicants and the approximate length of time required to issue the internal review decision. When the internal review is not successful, do you provide reasons?</p> <p>Alignment with FRPA: <i>Sections 10(3)</i></p>	
<b>RESPONDENT ANSWER</b>	<p>Results are communicated to the applicants via email. The approximate time frame is 2 months when an appeals subcommittee needs to be struck. Yes, reasons are provided when a review is not successful.</p>
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The internal review decision-maker provides the applicant written internal review decisions; and</li> <li>• The regulating body describes a reasonable timeframe within which internal review decisions are provided; and</li> <li>• The internal review decision-maker provides reason(s) to applicants who are not granted registration.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The internal review decision-maker does not provide the applicant written internal review decisions; or</li> <li>• The regulating body does not describe a reasonable timeframe within which internal review decisions are provided; or</li> <li>• The internal review decision-maker does not provide reason(s) to applicants who are not granted registration.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p>

	<input checked="" type="checkbox"/> Not compliant
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>Since it has already been established that LPPANS is not using an internal review process, it is assumed that this answer refers to the PSB appeal process. To be compliant with the FRPA the regulating body must communicate internal review decisions in writing with reasons (if the decision is not in the appellant’s favour), within a reasonable timeframe.</p>

### III: OTHER NOTES

During the review process areas for improvement in registration practices may be noted that are outside what is required for compliance with the FRPA. Though not mandatory, these practices are noted in this section for consideration by the regulating body.

The following was noted during the review of registration practices for the Licensed Professional Planners Association of Nova Scotia:

- Third parties are heavily involved in both the assessment and application process for Licensed Professional Planners. For this reason, it is important to have Service Agreements in place to ensure that the practices of third parties are also transparent, impartial, objective and procedurally fair. Roles and responsibilities of all parties involved in the registration process should be made transparently available to applicants. On-going collaboration with the third party should be prioritized to ensure that roles and responsibilities are clear, and any changes are made in a timely and transparent manner.

For support with this and other actions associated with the improvement of registration practices, the regulating body may contact the Review Officer for advice, provision of templates, information, research and/or best practice. The FRPA Office can assist with templates and example policies on items that are required for compliance under the Act. (example: Questions for Third Party Organizations). Sample policies and templates can be requested from the Review Officer at any time or by visiting the FRPA website: [Resources for Regulatory Bodies | FRPA \(novascotia.ca\)](https://www.novascotia.ca/frpa/resources-for-regulatory-bodies)

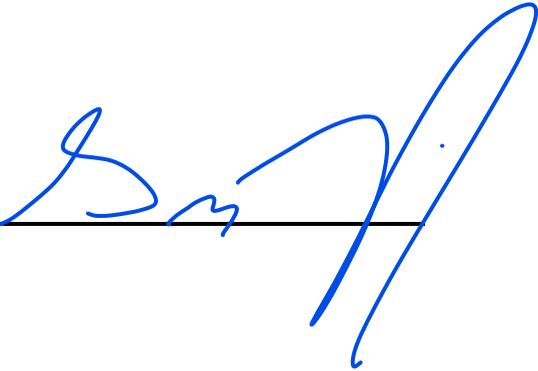
## IV: ACKNOWLEDGEMENTS:

The Licensed Professional Planners Association of Nova Scotia hereby declares that the information contained in this report is a true and accurate representation of current registration practices of the organization and agrees to take action to address items of non-compliance as per the following Action Plan.

DATE:

SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:

X

A handwritten signature in blue ink is written over a horizontal black line. The signature is stylized and appears to be a cursive representation of a name.

## APPENDIX A: ACTION PLAN

Note: The intent of the Action Plan is to identify how the items of noncompliance are going to be corrected before the next review period to ensure compliance, fairness, and transparency, as required by the Act.

NAME OF REGULATING BODY: Licensed Professional Planners Association of Nova Scotia

INFORMATION ON REGISTRATION PRACTICES AS OF: 2021-07-08

### ACTION PLAN TIMELINES:

TIMELINES FOR ACTION PLAN PROGRESS UPDATES					
	Action Plan Deadline	Action Plan Progress Update 1	Action Plan Progress Update 2	Action Plan Progress Update 3	Action Plan Progress Update 4
<b>Due Date</b>	2021-11-03	2022-11-18	Click or tap to enter a date.	Click or tap to enter a date.	Click or tap to enter a date.
<b>Actual Completed Date</b>	2021-10-20	Click or tap to enter a date.			

### ACTION PLAN:

### ACTION PLAN:

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
<i>Sections 7(c), 9(a), 16(3)(a), (b), (e) and (g)</i>					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	1	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> <li>- communicate all details regarding registration requirements and how requirements are to be met on a publicly accessible LPPANS site</li> <li>- post the blank application form on a publicly accessible LPPANS site</li> </ul>	LPPANS proposes to update its publicly facing website to: <ul style="list-style-type: none"> <li>• communicate all details regarding registration requirements and how requirements are to be met; and</li> <li>• post copies of the blank application forms.</li> </ul>	May 1, 2022	A reasonable plan to address the current gap in registration practices.

Update 1					
Update 2					
Update 3					
Update 4					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
Sections 7 (c), 9(a), 16(3)(b), (e) and (g)					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
Action required	2	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <p><b>For applicants who received their qualifications outside of Canada</b></p> <ul style="list-style-type: none"> <li>- communicate detailed information in a publicly accessible LPPANS site regarding registration requirements and how requirements are to be met</li> <li>- post copies of blank application forms for registration on a publicly accessible LPPANS site.</li> </ul>	<p>For applicants who received their qualifications outside of Canada, LPPANS proposes to update its publicly facing website to:</p> <ul style="list-style-type: none"> <li>• communicate all details regarding registration requirements and how requirements are to be met; and</li> <li>• post copies of the blank application forms.</li> </ul>	May 1, 2022	Information should be clearly identified for applicants with international qualifications.
Update 1					
Update 2					
Update 3					
Update 4					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
Sections 3, 6, 7 (c), 9(a), 16(3)(b), (e) and (g)					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
Action required	3	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <p><b>For applicants who are registered in another jurisdiction in Canada</b></p>	<p>For applicants who are registered in another jurisdiction in Canada, LPPANS proposes to update its publicly facing website to:</p>	May 1, 2022	Information should be clearly identified for applicants registered in

		<ul style="list-style-type: none"> <li>- communicate information in a publicly accessible LPPANS site regarding registration requirements and how requirements are to be met</li> <li>- post a blank application form on a publicly accessible LPPANS site.</li> </ul>	<ul style="list-style-type: none"> <li>• communicate all details regarding registration requirements and how requirements are to be met; and</li> <li>• post copies of the blank application forms.</li> </ul>		another jurisdiction in Canada.
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
<i>Sections 7(f), 16(3)(d)</i>					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	4	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> <li>- document detailed information about any fees for registration</li> <li>- communicate detailed information about fees on a publicly accessible LPPANS site.</li> </ul>	LPPANS proposes to update its publicly facing website to: <ul style="list-style-type: none"> <li>• document detailed information about any fees for registration; and</li> <li>• communicate detailed information about fees.</li> </ul>	May 1, 2022	A reasonable plan to address the current gap in registration practices.
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
<i>Sections 7(d), 16(3)(i)</i>					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments

<b>Action required</b>	9	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> <li>- document detailed information on the criteria used by the LPPANS Board to assess whether requirements for registration have been met</li> <li>- communicate information about assessment on a publicly accessible LPPANS site</li> <li>- document the role of third-party assessors and make this publicly available.</li> </ul>	LPPANS proposes the following remedies: <ul style="list-style-type: none"> <li>• The LPPANS Board will develop and approve criteria to assess whether requirements for registration have been met;</li> <li>• LPPANS will document detailed information on the criteria used by the LPPANS Board to assess whether requirements for registration have been met on its publicly facing website;</li> <li>• LPPANS will communicate information about assessment on its publicly facing website; and</li> <li>• LPPANS will document the role of third-party assessors and make this information available on its publicly facing website.</li> </ul>	May 1, 2022	A reasonable plan to address the current gap in registration practices.
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
<i>Sections 8(b), (c) and (d)</i>					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	10	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> <li>- document the process used to communicate LPPANS registration decisions that includes the following: <ul style="list-style-type: none"> <li>o timeframe for decision-making</li> <li>o all decisions are provided in writing</li> <li>o reasons why an applicant may not be granted registration</li> </ul> </li> </ul>	LPPANS proposes to document, on its publicly facing website, the process used to communicate LPPANS registration decisions that includes the following: <ul style="list-style-type: none"> <li>• timeframe for decision-making;</li> <li>• all decisions will be provided in writing; and</li> <li>• reasons why an applicant may not be granted registration.</li> </ul>	May 1, 2022	Timeframe for decision-making should be public but other information about communicating registration decisions can be a documented internal procedure to ensure that all applicants are provided with registration decisions in writing, with reasons. A template to assist with the development of a policy on communicating registration decisions can be found on the FRPA website at: <a href="#">Fair Registration Practices -</a>

					<a href="#">Resources for Regulatory Bodies   novascotia.ca</a>
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
Sections 7(a), 10(1)					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	11	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> <li>- Ensure that a process is in place for an internal review of the LPPANS registration decision</li> <li>- Communicate information about the internal review process on a publicly accessible LPPANS site</li> <li>- Document how and when applicants who have not been granted registration are informed about the internal review process</li> <li>- Document how an applicant who has not been granted registration can initiate an internal review of the registration decision</li> </ul>	LPPANS proposes the following remedies in its Action Plan: <ul style="list-style-type: none"> <li>• Develop and put in place a process for an internal review of any LPPANS registration decision;</li> <li>• Communicate information about the internal review process on the LPPANS publicly facing website;</li> <li>• Document how and when applicants who have not been granted registration are informed about the internal review process; and</li> <li>• Document how an applicant who has not been granted registration can initiate an internal review of the registration decision.</li> </ul>	November 1, 2022	A reasonable plan to address the current gap in registration practices. This process can be linked to Action 10 – Communicating Registration Decisions.
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA	OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES
Sections 10(1), (2), (4) and 16(3)(m)	

	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	12	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- document a detailed LPPANS internal review policy/process that includes the following: <ul style="list-style-type: none"> <li>o procedures - how the internal review process works</li> <li>o opportunities the applicant has to provide new information and to make submissions in support of their internal review (documented evidence, hearing, etc.)</li> <li>o timeframes associated with the process</li> </ul> </li> </ul>	<p>LPPANS proposes, as part of its Action Plan, to document a detailed internal review policy/process that includes the following:</p> <ul style="list-style-type: none"> <li>• procedures – how the internal review process works;</li> <li>• opportunities the applicant has to provide new information and to make submissions in support of their internal review (documented evidence, hearing, etc.); and</li> <li>• timeframes associated with the process.</li> </ul>	November 1, 2022	<p>Process currently described in legislation is an appeal process external to LPPANS. The development of an internal review process will allow applicants to appeal the registration decision internally, before accelerating to an external review.</p> <p>A template to assist with the development of a policy on internal reviews can be found on the FRPA website at: <a href="http://www.fairregistrationpractices-novascotia.ca">Fair Registration Practices - Resources for Regulatory Bodies   novascotia.ca</a></p>
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
<i>Sections 10(5) and 16(3)(n)</i>					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	13	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- ensure that the LPPANS internal review decision-makers are different from the original decision-makers</li> <li>- document the process that is used to ensure that no one who acted as a decision-maker in a registration decision may act as a decision-</li> </ul>	<p>LPPANS proposes, as part of its Action Plan, the following remedies:</p> <ul style="list-style-type: none"> <li>• Ensure that the LPPANS internal review decision-makers are different from the original decision-makers;</li> <li>• Document the process that is used to ensure that no one who acted as a decision-maker in a registration decision may act as a decision-</li> </ul>	November 1, 2022	<p>Will need to consider who will be responsible for drafting policies and procedures related to the internal review procedures, and what final approval process is required before implementation.</p>

		<p>maker in an internal review of the same decision</p> <ul style="list-style-type: none"> <li>- Include in the description of the internal review process a statement to the effect that no one who acted as a decision maker in a registration decision may act as a decision maker in an internal review of the same decision</li> </ul>	<p>maker in an internal review of the same decision; and</p> <ul style="list-style-type: none"> <li>• Include in the description of the internal review process a statement to the effect that no one who acted as a decision-maker in a registration decision may act as a decision-maker in an internal review of the same decision.</li> </ul>		
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
<i>Sections 11, 16(3)(p)</i>					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	14	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- ensure that individuals acting as decision-makers in LPPANS internal reviews receive training on conducting an internal review.</li> <li>- develop a plan and document training provided to individuals who make internal review decisions</li> </ul>	<p>LPPANS proposes, as part of its Action Plan, the following remedies:</p> <ul style="list-style-type: none"> <li>• ensure that individuals acting as decision-makers in LPPANS internal reviews receive training on conducting an internal review; and</li> <li>• develop a plan and document training provided to individuals who make internal review decisions.</li> </ul>	November 1, 2023	A reasonable plan to address the current gap in registration practices.
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
<i>Sections 10(3)</i>					

	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	15	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- document the process used by LPPANS internal review decision makers to communicate internal review decisions that includes the following: <ul style="list-style-type: none"> <li>o timeframe for decision-making</li> <li>o all decisions are provided in writing</li> <li>o reasons for the internal review decision.</li> </ul> </li> </ul>	<p>LPPANS proposes, as part of its Action Plan, to document the process used by LPPANS internal decision makers to communicate internal review decisions that includes the following:</p> <ul style="list-style-type: none"> <li>• timeframe for decision-making;</li> <li>• all decisions are provided in writing;</li> <li>• reasons for the internal review decision.</li> </ul>	November 1, 2022	This action can be linked to Action #12 documenting the internal review policy.
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					