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Nova Scotia Real Estate Appraisers  
Association

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Fair Registration Practices Act (FRPA)  
Review Report  
October 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 Nova Scotia Real Estate Appraisers Association (NSREAA) over a period of five 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 NSREAA and an action plan to address some high priority gaps moving forward.

This is an initial review of the registration practices of the Nova Scotia Real Estate Appraisers Association. It was found that many of the registration practices are not documented, or not clear. As a result, there is a requirement for some documented process and policy development, as well as improved public accessibility to requirements for registration and the criteria used to assess whether the requirements for registration have been met. The need for some updates to the by-laws were also identified, with particular reference to the registration process for applicants who have been registered in another Canadian jurisdiction.

The Nova Scotia Real Estate Appraisers Association 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). Fourteen 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. This will include clear instructions on what documentation must accompany applications; and
- Develop guidelines that describe alternatives that would be acceptable when documentation that must accompany an application cannot be obtained for reasons beyond the applicant's control; and
- Provide information about any support provided to applicants during the registration process; and
- Develop a policy on how to work with applicants who may require accommodations during the registration process; and

- Document all criteria that are used to assess whether requirements for certification have been met; and
- Develop and document a clearly defined process under which requests for access to records will be considered; 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 Nova Scotia Real Estate Appraisers Association has committed to addressing all actions in their Action Plan by the end of 2025. Since each of these actions represents an area of non-compliance with the FRPA, the NSREAA is being encouraged to be more aggressive with some of the completion dates identified and to seek advice from other experts, as needed.

The Nova Scotia Real Estate Appraisers 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 October 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

### **Occupations Authorized to Regulated and Types of Licenses / Certificates Issued**

Nova Scotia Real Estate Appraisers Association regulates real estate appraisers in Nova Scotia. The membership categories are set out in s. 28 of the Association’s ByLaws [20201008-Draft-By-Laws-signed.pdf \(nsreaa.ca\)](#) and they are Regular (fee), Regular (non-fee), Candidate (fee), Candidate (non-fee), Temporary, Out-of-Province, Retired, Student and Honourary .

### **Name of the authorizing legislation including link**

The Association is under the Real Estate Appraisers Act, RNS 1998, c 25. [Real Estate Appraisers Act \(nslegislature.ca\)](#)

### **Size of the Membership**

As of December 31, 2020 the membership was a total of 246 including all categories of membership. Only 8 members are not also member of the Appraisal Institute of Canada (AIC). NSREAA is an AIC affiliate and the AIC is referenced in the Real Estate Appraisers Act.

## **Occupational Profile**

Appraisers in Nova Scotia determine the value of real property for various reasons and purposes including residential mortgage, sale of business, divorce, property tax assessments, property tax appeals, expropriation, etc. Most appraisers in Nova Scotia are members of the Appraisal Institute of Canada, which has high educational requirements for designation. Property valuations are determined using skill and judgment. Fee appraisers in Nova Scotia currently must carry a minimum of \$1,000,000 in insurance coverage.

## **Role of the Regulating Body**

The role of Nova Scotia Real Estate Appraisers Association is set out in sections 5 and 6 of the Act as follows:

### Objects

5 The objects of the Association are to

- (a) regulate the practice of real estate appraisal and govern its members in accordance with this Act and the by-laws, in order to serve and protect the public interest;
- (b) establish, promote and advance the interests of persons engaged in the practice of real estate appraisal;
- (c) establish, maintain and develop standards of knowledge, skill and efficiency for the practice of real estate appraisal;
- (d) establish, maintain, develop and enforce standards of professional ethics for its members;
- (e) promote public awareness of the role of the Association and real estate appraisal, and communicate and co-operate with other professional associations in order to serve and protect the public interest;
- (f) encourage studies in real estate appraisal and provide assistance for special studies and research; and
- (g) administer this Act and perform such duties and exercise such powers as are imposed or conferred on the Association by this or any other Act.

## **NSREAA's Relationship with AIC**

Most of NSREAA members are also members of the Appraisal Institute of Canada (AIC). AIC is referenced in the Real Estate Appraisers Act and one member of the NSREAA Board of Directors also sits on the Board of Directors of AIC. Additionally, NSREAA is an AIC affiliate.

AIC grants two designations: CRA (Canadian Residential Appraiser) – this designation permits the appraisal of houses, semi-detached houses, townhouses of four units or less, condominiums, and residential vacant lots of land, and AACI (Accredited Appraiser Canadian Institute) – this designation permits all types of land appraisals including agricultural properties, commercial and residential buildings.

AIC administers a Candidate program where the designations of CRA and AACI can be earned. Candidates are permitted to be NSREAA members, as either fee or non-fee Candidates. AIC Candidates apply to NSREAA and are admitted first to AIC and then, once they have purchased insurance, to NSREAAA. The entrance requirements for AIC Candidates are two years of post-secondary education, completion of BUSI 330 from UBC, completion of AIC-ITPP from UBC, and completion of AIC 101 (administered by AIC). Once admitted, AIC Candidates must have their work co-signed by a designated appraiser (CRA or AACI) until they earn their designation. The Candidacy program requirements consist of completion of an undergraduate degree, completion of mandatory course work from UBC, completion of the Applied Experience requirement, completion of the Applied Experience Report, completion of the Work Product Review requirement, passing a final exam and an interview. Then a designation is granted and the member is no longer a candidate.

#### **A Link to the Registration Portion of the Website**

The Registration process is not fully set out on the website. Some of the forms are available here: [Become a Member | Nova Scotia Real Estate Appraisers Association \(nsreaa.ca\)](https://www.nsreaa.ca/become-a-member)

## 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 Nova Scotia Real Estate Appraisers 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>Regular (fee) - Appraisers who render professional services on a fee-for-service basis, and where the product of the service may be provided to any party other than the Member's employer, firm, partnership or corporation</li> </ul>	<ul style="list-style-type: none"> <li>Either of the designations AACI or CRA, other designation Market Value Appraiser – Residential from the CREA or such other designation as may be approved by the Committee of Examiners from time to time;</li> <li>Member in Good Standing with the AIC, if they are an AIC candidate member;</li> <li>Post-secondary degree</li> <li>Successful completion of applied experience of written exam</li> <li>Successful completion of professional competency interview</li> <li>Necessary experience as set out in the Rules (note – Rule needs to be created)</li> <li>Pass any examination(s) prescribed by the Committee of Examiners (currently this is considered to have been met if an AIC designation has been granted);</li> <li>Carry required professional liability insurance</li> <li>Evidence of good character (attestation on Certificate of Good Character form)</li> <li>Not the subject of a criminal conviction or has pleaded guilty to a criminal charge in any jurisdiction (needs to be added to forms). If this is not the case then the Board decides whether to grant or refuse membership.</li> <li>Undischarged bankruptcy is considered by the Committee of Examiners before membership is granted or denied (needs to be added to forms).</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">NSREAA Application Form</a></li> <li><a href="#">NSREAA Member's Agreement</a></li> <li><a href="#">NSREAA Certificate of Good Character</a></li> <li><a href="#">NSREAA References</a></li> <li>ED/Registrar will confirm AIC membership in good standing on AIC database</li> <li>ED / Registrar will confirm AIC designation on AIC database</li> <li>Official transcript for post-secondary degree</li> <li>Official transcript for online courses</li> <li>Proof of completion of applied work experience program – 1 yr CRA, 2 yr AACI</li> <li>Proof of work product review</li> <li>Proof of insurance provided by applicant</li> </ul>	<ul style="list-style-type: none"> <li>Process to obtain this membership would include completion of online courses, applied experience program, work product review. NSREAA checks that these are complete to approve candidate for the final exam and interview.</li> <li>Applicant can email or mail the required documents to the Registrar.</li> <li>Registrar reviews documents and advises applicant of any omissions and the corrections needed (e.g. provide missed document, complete incomplete form, etc.</li> <li>Applicant provides any missing documents and completes any incomplete forms.</li> <li>Applicant provides dues and fees.</li> <li>If all is in order, the application is approved and membership letter is sent.</li> </ul>	<ul style="list-style-type: none"> <li>NSREAA is in the process of updating registration forms and procedures. The first step of this process was an entirely new set of by-laws, which were approved in December 2020. Currently the old forms are still in use and need to be updated.</li> <li><a href="#">Become a Member   Nova Scotia Real Estate Appraisers Association (nsreaa.ca)</a></li> <li>Applicants call or email the office and detailed information is provided verbally by the Registrar</li> <li>AIC applicants are processed by the NSREAA office. Nearly all NSREAA members are also AIC members.</li> <li>Path to AIC Designation <a href="#">Path to AIC Designation   Appraisal Institute of Canada (aicanada.ca)</a></li> <li>The registrar is in contact with the applicant throughout the application process to provide information on an as-needed basis.</li> </ul>

		<ul style="list-style-type: none"> <li>• Satisfaction of other applicable requirements specified in the By-Laws or by the Committee of Examiners (other acceptable designations need to be defined by the Committee of Examiners)</li> </ul>			
	<ul style="list-style-type: none"> <li>• Regular (non-fee) – An appraiser who renders professional services exclusively for the internal use of their employer and whose professional service reports are kept in-house and are not provided to an outside party, although a fee may be paid by the outside party to cover the cost of the preparation of the report.</li> </ul>	<ul style="list-style-type: none"> <li>• Either of the designations AACI or CRA, other designation Market Value Appraiser – Residential from the CREA or such other designation as may be approved by the Committee of Examiners from time to time;</li> <li>• Member in Good Standing with the AIC, if they are an AIC member;</li> <li>• Necessary experience as set out in the Rules (note – Rule needs to be created)</li> <li>• Pass any examination(s) prescribed by the Committee of Examiners (currently this is considered to have been met if an AIC designation has been granted);</li> <li>• Carry required professional liability insurance</li> <li>• Evidence of good character (attestation on Certificate of Good Character form)</li> <li>• Not the subject of a criminal conviction or has pleaded guilty to a criminal charge in any jurisdiction (needs to be added to forms). If this is not the case then the Board decides whether to grant or refuse membership.</li> <li>• Undischarged bankruptcy is considered by the Committee of Examiners before membership is granted or denied (needs to be added to forms).</li> <li>• Satisfaction of other applicable requirements specified in the By-Laws or by the Committee of Examiners (other acceptable designations need to be defined by the Committee of Examiners)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">NSREAA Application Form</a></li> <li>• <a href="#">NSREAA Member’s Agreement</a></li> <li>• <a href="#">NSREAA Certificate of Good Character</a></li> <li>• <a href="#">NSREAA References</a></li> <li>• <a href="#">NSREAA Application for Registration</a> (Associate Member)</li> <li>• <a href="#">Associate Member’s Undertaking</a></li> <li>• <a href="#">AIC Application Form</a> (If applicable)</li> <li>• ED/Registrar will confirm AIC membership in good standing on AIC database</li> <li>• ED / Registrar will confirm AIC designation on AIC database</li> <li>• Official transcript for post-secondary degree</li> <li>• Official transcript for online courses</li> <li>• Proof of completion of applied work experience program – 1 yr CRA, 2 yr AACI</li> <li>• Proof of work product review</li> <li>• Proof of insurance provided by applicant</li> </ul>	<ul style="list-style-type: none"> <li>• Process to obtain this membership would include completion of online courses, applied experience program, work product review. NSREAA checks that these are complete to approve candidate for the final exam and interview.</li> <li>• Applicant can email or mail the required documents to the Registrar.</li> <li>• Registrar reviews documents and advises applicant of any omissions and the corrections needed (e.g. provide missed document, complete incomplete form, etc.</li> <li>• Applicant provides any missing documents and completes any incomplete forms.</li> <li>• Applicant provides dues and fees.</li> <li>• If all is in order, the application is approved and membership letter is sent.</li> </ul>	<ul style="list-style-type: none"> <li>• NSREAA is in the process of updating registration forms and procedures. The first step of this process was an entirely new set of by-laws, which were approved in December 2020. Currently the old forms are still in use and need to be updated.</li> <li>• <a href="#">Become a Member   Nova Scotia Real Estate Appraisers Association (nsreaa.ca)</a></li> <li>• Applicants call or email the office and detailed information is provided verbally by the Registrar</li> <li>• AIC applicants are processed by the NSREAA office. Nearly all NSREAA members are also AIC members.</li> <li>• The registrar is in contact with the applicant throughout the application process to provide information on an as-needed basis.</li> </ul>

	<ul style="list-style-type: none"> <li>• Candidate (fee) – those who are in the process of attaining either the CRA or AACI designation, who perform real estate appraisals co-signed by an appraiser with the CRA or AACI designation</li> </ul>	<ul style="list-style-type: none"> <li>• Member in Good Standing with the AIC, if they are already an AIC member;</li> <li>• Necessary experience as set out in the Rules (note – Rule needs to be created)</li> <li>• Pass any examination(s) prescribed by the Committee of Examiners (currently this is considered to have been met if an AIC designation has been granted);</li> <li>• Carry required professional liability insurance</li> <li>• Evidence of good character (attestation on Certificate of Good Character form)</li> <li>• Not the subject of a criminal conviction or has pleaded guilty to a criminal charge in any jurisdiction (needs to be added to forms). If this is not the case then the Board decides whether to grant or refuse membership.</li> <li>• Undischarged bankruptcy is considered by the Committee of Examiners before membership is granted or denied (needs to be added to forms).</li> <li>• Satisfaction of other applicable requirements specified in the By-Laws or by the Committee of Examiners (other acceptable designations need to be defined by the Committee of Examiners)</li> <li>• 2 years of post-secondary education</li> <li>• Coursework: AIC 101. BUSI 330, AIC-ITPP introductory seminar</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">NSREAA Application Form</a></li> <li>• <a href="#">NSREAA Member's Agreement</a></li> <li>• <a href="#">NSREAA Certificate of Good Character</a></li> <li>• <a href="#">NSREAA References</a></li> <li>• <a href="#">NSREAA Application for Registration</a> (Candidate Member)</li> <li>• <a href="#">AIC Application Form</a> (If applicable)</li> <li>• Proof of insurance provided by applicant</li> <li>• ED/Registrar will confirm AIC membership in good standing on AIC database</li> <li>• Undergraduate transcript or proof of completion of 2 years of post-secondary education;</li> <li>• AIC admission requirements: Proof of (official transcript) completion of coursework &amp; introductory seminar</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant takes AIC 101 webinar and BUSI 330 UBC online course and completes AIC Introductory seminar ITPP</li> <li>• Applicant can email or mail the required documents to the Registrar.</li> <li>• Registrar reviews documents and advises applicant of any omissions and the corrections needed (e.g. provide missed document, complete incomplete form, etc.</li> <li>• Applicant provides any missing documents and completes any incomplete forms.</li> <li>• Applicant provides dues and fees.</li> <li>• If all is in order, the application is approved and membership letter is sent.</li> </ul>	<ul style="list-style-type: none"> <li>• NSREAA is in the process of updating registration forms and procedures. The first step of this process was an entirely new set of by-laws, which were approved in December 2020. Currently the old forms are still in use and need to be updated.</li> <li>• <a href="#">Become a Member   Nova Scotia Real Estate Appraisers Association (nsreaa.ca)</a></li> <li>• Candidates are sent a check list that better explains the process.</li> <li>• Applicants call or email the office and detailed information is provided verbally by the Registrar</li> <li>• AIC applicants are processed by the NSREAA office. Nearly all NSREAA members are also AIC members. Candidate applicants are provided with this website: <a href="#">Path to AIC Designation   Appraisal Institute of Canada (aicanada.ca)</a></li> <li>• The registrar is in contact with the applicant throughout the application process to provide information on an as-needed basis.</li> </ul>
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	<p>professional services exclusively for the internal use of their employer and whose professional services reports are kept in-house and are not provided to an outside party, although a fee may be paid by that outside party to cover the cost of the preparation of the report.</p>	<ul style="list-style-type: none"> <li>• Evidence of good character (attestation on Certificate of Good Character form)</li> <li>• Not the subject of a criminal conviction or has pleaded guilty to a criminal charge in any jurisdiction (needs to be added to forms). If this is not the case then the Board decides whether to grant or refuse membership.</li> <li>• Undischarged bankruptcy is considered by the Committee of Examiners before membership is granted or denied (needs to be added to forms).</li> <li>• Satisfaction of other applicable requirements specified in the By-Laws or by the Committee of Examiners (other acceptable designations need to be defined by the Committee of Examiners)</li> <li>• 2 years of post-secondary education</li> <li>• Coursework: AIC 101, BUSI 330, AIC-ITPP introductory seminar</li> </ul>	<p>Member)  <a href="#">AIC Application Form</a> (If applicable)</p> <ul style="list-style-type: none"> <li>• <a href="#">Associate Member's Undertaking</a></li> <li>• Proof of insurance provided by applicant</li> <li>• Undergraduate transcript or proof of completion of 2 years of post-secondary education;</li> <li>• AIC admission requirements: Proof of (official transcript) completion of coursework &amp; introductory seminar</li> </ul>	<ul style="list-style-type: none"> <li>• Registrar reviews documents and advises applicant of any omissions and the corrections needed (e.g. provide missed document, complete incomplete form, etc.</li> <li>• Applicant provides any missing documents and completes any incomplete forms.</li> <li>• Applicant provides dues and fees.</li> <li>• If all is in order, the application is approved and membership letter is sent</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Become a Member   Nova Scotia Real Estate Appraisers Association (nsreaa.ca)</a></li> <li>• Candidates are sent a check list that better explains the process.</li> <li>• Applicants call or email the office and detailed information is provided verbally by the Registrar</li> <li>• AIC applicants are processed by the NSREAA office. Nearly all NSREAA members are also AIC members. Candidate applicants are provided with this website: <a href="#">Path to AIC Designation   Appraisal Institute of Canada (aicanada.ca)</a></li> <li>• The registrar is in contact with the applicant throughout the application process to provide information on an as-needed basis.</li> </ul>
<p><b>COMPLIANCE CRITERIA</b></p>	<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> </ul>				

	<ul style="list-style-type: none"> <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>Qualifications, documentation, and registration process are somewhat explained, but the pathway to registration and involvement of two parties as well as alternative qualifiers, make requirements for registration appear complex. There is a need to document information about registration practices in a clear and understandable form. The NSREAA website includes application forms and an explanation of the types of membership. Along with this information plain language lists or descriptions of the qualifications and document requirements (including those buried in the Member Agreement form) and the process to obtain each category of membership should be publicly available. Since NSREAA is involved from student through full membership, the whole process should be explained (Path to Designation). Online application forms are not up-to-date. To fulfill the requirement for transparency and procedural fairness information on registration practices must be available to the public in a clear and understandable form and up-to-date blank application forms must be publicly accessible.</p>

<b>QUESTION 2</b>			
<p>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.</p> <p>Alignment with the FRPA: <i>Section 7(c), 9(a) and 16(3)(b), (e), (g)</i></p>			
<b>RESPONDENT ANSWER</b>	<p><b>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.</b></p>		
	<p><b>LICENSE TYPE</b></p>	<p><b>DOCUMENTATION</b>  (LIST)</p>	<p><b>REGISTRATION PROCESS AND HOW REQUIREMENTS</b></p>

			ARE MET BY APPLICANT (STEP-BY-STEP)	
	<ul style="list-style-type: none"> <li>• All licences</li> </ul>	<ul style="list-style-type: none"> <li>• AIC has a conversion process for some international designations. Historically all members who have applied with international designations have applied through AIC. Then the NSREAA process is the same as it would be for any other applicant.</li> </ul>	<ul style="list-style-type: none"> <li>• NSREAA does not currently have a written process for international applicants.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.aicanada.ca/wp-content/uploads/International_Paths_AACI_Designation-2021-FEB-2.pdf">https://www.aicanada.ca/wp-content/uploads/International_Paths_AACI_Designation-2021-FEB-2.pdf</a></li> </ul>
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	<p>If you do not have a process, please explain.</p>			
<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> </ul>			

	<ul style="list-style-type: none"> <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 identified in the answer above, currently there is no written process for international applicants. In practice, these applicants would apply through AIC, then apply to NSREAA. Though AIC administers this process, NSREAA is responsible for providing information on the process in a publicly accessible manner. This process should include a high-level overview of the process, what can be done before coming to Canada, the role of AIC, documentation requirements when ready to apply to NSREAA (including translation of documents, if applicable), an application form. There should be links to helpful information, such as the AIC pdf document, the CICIC website, etc. To be compliant with the FRPA the regulating body must provide information about its registration practices in a transparent, objective, impartial and procedurally fair manner to individuals who received their qualifications outside Canada.</p>

<b>QUESTION 3</b>				
<p>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.</p> <p>Alignment with FRPA: <i>Sections 3, 7(c), 9(a) and 16(3)(b), (e), (g)</i></p> <p><b>CFTA transfers:</b> applicants who are currently registered/licensed in another jurisdiction in Canada, in accordance with the Canadian Free Trade Agreement (CFTA).</p>				
<b>RESPONDENT ANSWER</b>	<p><b>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.</b></p>			
	<b>LICENSE TYPE</b>	<b>DOCUMENTATION (LIST)</b>	<b>REGISTRATION PROCESS AND HOW REQUIREMENTS ARE MET BY APPLICANT (STEP-BY-STEP)</b>	<b>COMMUNICATION OF INFORMATION (DESCRIBE &amp; ADD ANY RELEVANT LINKS)</b>

	<ul style="list-style-type: none"> <li>• Out-of-Province</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">NSREAA Application Form</a></li> <li>• <a href="#">NSREAA Member's Agreement</a></li> <li>• <a href="#">NSREAA Certificate of Good Character</a></li> <li>• <a href="#">NSREAA References</a></li> <li>• ED/Registrar will confirm AIC membership in good standing on AIC database</li> <li>• ED / Registrar will confirm AIC designation on AIC database</li> <li>• Proof of insurance provided by applicant</li> <li>• For members transferring (moving to NS) from New Brunswick who are not AIC members: Good standing as a registered real estate appraiser in another province;</li> <li>• No restrictions on an individual's practice in a jurisdiction where the individual is licensed or certified to practice that would restrict or prohibit the applicant's ability to engage in the practice of real estate appraisal (this along with confirmation that the applicant is not the subject of a registration sanction in any other jurisdiction, needs to be added to the forms)</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant can email or mail the required documents to the Registrar.</li> <li>• Registrar reviews documents and advises applicant of any omissions and the corrections needed (e.g. provide missed document, complete incomplete form, etc.</li> <li>• Applicant provides any missing documents and completes any incomplete forms.</li> <li>• Applicant provides dues and fees.</li> <li>• If all is in order, the application is approved and membership letter is sent</li> </ul>	<ul style="list-style-type: none"> <li>• NSREAA is in the process of updating registration forms and procedures. The first step of this process was an entirely new set of by-laws, which were approved in December 2020. Currently the old forms are still in use and need to be updated.</li> <li>• <a href="#">Become a Member   Nova Scotia Real Estate Appraisers Association (nsreaa.ca)</a></li> <li>• Applicants call or email the office and detailed information is provided verbally by the Registrar</li> <li>• The registrar is in contact with the applicant throughout the application process to provide information on an as-needed basis.</li> </ul>
	<ul style="list-style-type: none"> <li>• Temporary – Fee appraisers who reside outside NS and wish to apply for temporary membership for a period of 3 months</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">NSREAA Application for Registration – Temporary Member</a></li> <li>• ED/Registrar will confirm AIC membership in good standing on AIC database</li> <li>• ED / Registrar will confirm AIC designation on AIC database</li> <li>• Proof of insurance provided by applicant</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant can email or mail the required documents to the Registrar.</li> <li>• Registrar reviews documents and advises applicant of any omissions and the corrections needed (e.g. provide missed document, complete incomplete form, etc.</li> <li>• Applicant provides any missing documents and completes any incomplete forms.</li> <li>• Applicant provides dues and fees.</li> <li>• If all is in order, the application is approved, and membership letter is sent.</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant can email or mail the required documents to the Registrar.</li> <li>• Registrar reviews documents and advises applicant of any omissions and the corrections needed (e.g. provide missed document, complete incomplete form, etc.</li> <li>• Applicant provides any missing documents and completes any incomplete forms.</li> <li>• Applicant provides dues and fees.</li> <li>• If all is in order, the application is approved, and membership letter is sent.</li> </ul>

				<ul style="list-style-type: none"> <li>Applicants call or email the office and detailed information is provided verbally by the Registrar</li> <li>The registrar is in contact with the applicant throughout the application process to provide information on an as-needed basis.</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 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>			

	<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>The application process described is based on the AIC designation, not on verification of current licensure in another Canadian jurisdiction that regulates the same occupation. This currently includes individuals licensed in NB, but processes should include the potential for inclusion of individuals from other jurisdictions where they are currently licensed, regardless of AIC designation. The application form is not up-to-date. Clear and understandable information on documentation requirements and a streamlined application process for those licensed in another Canadian jurisdiction is not available in a publicly accessible manner. To fulfill requirements for transparency and procedural fairness, information on registration practices must be clear and publicly accessible for applicants who are currently licensed in another jurisdiction.</p>

#### 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>	<input checked="" type="checkbox"/> Yes				
	<input type="checkbox"/> No				
	Describe and explain: There are membership dues and fees.				
	Membership Category	Membership dues	Fee appraiser dues	AIC Programs & Promotions dues (AIC-NS members only)	Total
	Regular (fee)	\$350.00	\$50.00	\$35.00	\$435.00
	Regular (non-fee)	\$350.00	-	\$35.00	\$385.00
	Candidate (fee)	\$350.00	\$50.00	\$35.00	\$435.00
Candidate (non-fee)	\$350.00	-	\$35.00	\$435.00	
Temporary	\$326.35	-	-	\$326.35	

Out-of-Province	\$350.00	\$50.00	-	\$400.00
Retired	\$30.00	-	-	\$30.00
Student	-	-	-	\$0.00
Reinstatement fee	-	-	-	\$500.00

Applicants are referred to the website: [Dues-and-Fees-policy.pdf \(nsreaa.ca\)](#)

Third party expenses included taking required courses, joining AIC (as applicable) and obtaining transcripts.

Dues and fees, including AIC's dues and fees, are emailed to applicants upon request.

Example:

**New Candidate Dues and Fees:**

AIC Membership fees for 2020-21	\$100.00
NSREAA Membership Dues	\$350.00
NSREAA Membership Fee	\$50.00
NSREAA AIC P&P Dues	\$35.00
<u>HST on AIC Portion only</u>	<u>\$15.00</u>
<b>Total</b>	<b>\$550.00</b>

Course costs: AIC 101 [AIC 101 - Introduction to the Appraisal Profession | Appraisal Institute of Canada \(aicanada.ca\)](#)

AIC – ITPP [Appraisal Institute of Canada, Introduction to Professional Practice Course - Real Estate Division | UBC Sauder School of Business](#)

Other courses and AIC membership fees are not publicly available.

<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> <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 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 5

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.

Alignment with the FRPA: *Sections 9(b) and 16(3)(c)*

#### RESPONDENT ANSWER

Yes

No

If yes, please explain:

<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> <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 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>Based on the answer, the regulating body does not advise applicants on alternative documentation that applicants may provide when they cannot obtain documentation for reasons beyond their control. For example, in the absence of original documentation to prove education requirements, what would be acceptable as an alternative? To be compliant with the FRPA regulating bodies have a transparent, objective, impartial and procedurally fair process to advise applicants on 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)*

**RESPONDENT  
ANSWER**

Yes

No

**If yes, describe:** Website information: [Become a Member | Nova Scotia Real Estate Appraisers Association \(nsreaa.ca\)](#)  
Contact information is on the website.

Applicants may call and email the Registrar with questions. The Registrar provides candidates with a one-page explanation of the process (see below). The Registrar explains registration requirements.

**Nova Scotia Real Estate Appraisers Association**

**Candidate Application Instructions**

Review this website:

[Path to AIC Designation | Appraisal Institute of Canada \(aicanada.ca\)](#)

After you have taken AIC 101 it is a good idea to start networking in the industry. Most candidates have a job lined up before they start the candidacy program. If you are in school and do not yet have a job offer, you can register as a student member.

**Required documents:**

- University transcript showing the completion of at least two years of an undergraduate degree
- Proof of having completed UBC BUSI 330
- Proof of having completed AIC 101
- Proof of having completed AIC ITPP

**Required forms for Candidate fee appraiser:**

- [NSREAA Application Form](#)
- [NSREAA Member's Agreement](#)
- [NSREAA Certificate of Good Character](#)
- [NSREAA References](#)
- [NSREAA Application for Registration](#) (Candidate Member)
- [AIC Application Form \(nsreaa.ca\)](#)

	<p><b>Dues and Fees:</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="width: 30%; text-align: right;">AIC Membership fees for 2020-21</td> <td style="width: 20%; text-align: right;">\$100.00</td> </tr> <tr> <td></td> <td style="text-align: right;">NSREAA Membership Dues</td> <td style="text-align: right;">\$350.00</td> </tr> <tr> <td></td> <td style="text-align: right;">NSREAA Membership Fee</td> <td style="text-align: right;">\$50.00</td> </tr> <tr> <td></td> <td style="text-align: right;">NSREAA Special Levy</td> <td style="text-align: right;">\$35.00</td> </tr> <tr> <td></td> <td style="text-align: right;"><u>HST on AIC Portion only</u></td> <td style="text-align: right;"><u>\$15.00</u></td> </tr> <tr> <td></td> <td style="text-align: right;"><b>Total</b></td> <td style="text-align: right;"><b>\$550.00</b></td> </tr> </table> <p>Note that dues and fees are not refundable as per NSREAA policy: <a href="http://www.nsreaa.ca/wp-content/uploads/2021/05/Dues-and-Fees-policy.pdf">http://www.nsreaa.ca/wp-content/uploads/2021/05/Dues-and-Fees-policy.pdf</a></p> <p>After your application is complete you will first be registered with the Appraisal Institute of Canada. Once you purchase insurance through AIC and provide NSREAA with proof of purchase, then your NSREAA registration will be completed. You must be entered in the co-signing registry with your cosigner, have insurance, and be a member of both AIC and NSREAA before you can sign reports as a candidate. Your co-signor must co-sign reports until you earn your designation.</p> <p>Once you are registered as a candidate with AIC you will have access to the member website and can view the designation requirements: <a href="#">Path To Designation   Appraisal Institute of Canada (aicanada.ca)</a></p>		AIC Membership fees for 2020-21	\$100.00		NSREAA Membership Dues	\$350.00		NSREAA Membership Fee	\$50.00		NSREAA Special Levy	\$35.00		<u>HST on AIC Portion only</u>	<u>\$15.00</u>		<b>Total</b>	<b>\$550.00</b>
	AIC Membership fees for 2020-21	\$100.00																	
	NSREAA Membership Dues	\$350.00																	
	NSREAA Membership Fee	\$50.00																	
	NSREAA Special Levy	\$35.00																	
	<u>HST on AIC Portion only</u>	<u>\$15.00</u>																	
	<b>Total</b>	<b>\$550.00</b>																	
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <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> <p><b>Not compliant:</b></p> <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>	<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>These are all good supports and provide a relatively clear explanation of the Candidate registration requirements, process, and fees. The one-page explanation of the process, including a link to the pathway and fees (fulfilling requirement for objective, impartial and procedurally fair procedures) should be accessible from the NSREAA Become a Member website (to meet expectations pertaining to transparency). To be compliant with the FRPA the regulating body provides information about the type of support provided to applicants during the registration process on a publicly accessible website.</p>
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**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.

<b>RESPONDENT ANSWER</b>	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No  <b>If yes, describe:</b>
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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 policy and/or process to describe existing accommodation practices for applicants with a physical or mental disability; and</li> <li>• The regulating body describes the types of accommodation, and how an applicant can request accommodation.</li> </ul> <p><b>Not compliant:</b></p>
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	<ul style="list-style-type: none"> <li>• 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</li> <li>• The regulating body does not describe the types of accommodation, and how an applicant can request accommodation.</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>Based on the answer, the regulating body does not have a policy and/or process to describe existing accommodation practices for applicants with a physical or mental disability. Provincial Human Rights legislation says that membership in a professional body cannot be withheld for reasons of physical or mental disability. Ensuring impartial registration practices for all applicants and compliance with the FRPA requires that the regulating body have a description of existing accommodation practices (what is required to make a request and how that request will be considered) they make available to applicants.</p>

<b>QUESTION 8</b>	
<p>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.</p> <p>Alignment with the FRPA: <i>Sections 12(1) through (5) and 16(3)(j)</i></p>	
<b>RESPONDENT ANSWER</b>	<p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p><b>If yes, describe:</b></p> <p>If the Registrar were to receive a request for registration records the entirety of the file would be copied and provided free of charge. Information pertaining to any other member would be redacted if it were present in any file. There is no documented process for requesting a file.</p>
<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 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 answer indicates that access to records may be provided on an ad hoc basis. There is no established process. To be compliant with the FRPA the regulating body must have an established process by which an applicant can request in writing for access to their registration records.</p>

## 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)*

<b>RESPONDENT ANSWER</b>	<p>Explain the criteria used for assessment and how the information is communicated:</p> <p>Generally speaking, if the applicant provides the documentation required, they are admitted. If there is an omission then the Registrar informs the applicant and the applicant can remedy the application. The Registrar usually has an initial conversation with the applicant and informs the applicant if they have any deficiencies that will not be easily remedied, such as not having the pre-requisite two years of post-secondary education required by the AIC for admission.</p> <p>AIC is the most common designation. Other designations TBD by Committee of Examiners.</p> <p>Standard for experience – TBD by Committee of Examiners.</p> <p>AIC members pass AIC / UBC administered tests. Other designations are TBD by the Committee of Examiners.</p> <p>Is a third party involved in the assessment process?</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If yes, name the third-party(s) and describe their role:</p> <ul style="list-style-type: none"> <li>- Appraisal Institute of Canada – proof of membership</li> <li>- Universities – transcript</li> <li>- UBC – transcript</li> <li>- UBC/AIC – proof of completion of AIC 101, AIC ITPP and BUSI 330</li> </ul> <p>NSREAA is an AIC affiliate. AIC Candidate applications are processed by NSREAA. Candidates provide proof of degree or two years of post-secondary, UBC 330, AIC ITPP, AIC 101. AIC membership is granted first. When Candidates purchase their AIC insurance, they provide proof of insurance to the Registrar at which point NSREAA membership is granted.</p>
<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>The answer indicates that most criteria used to assess whether requirements for registration have been met are still to be determined by the Committee of Examiners. There is a heavy reliance on a third party to set the standard, but NSREAA retains the authority to assess and issue licensure to individuals other than those who hold AIC designation. Gaps in the standard used for assessment raises questions regarding fairness and objective registration practices. Information is communicated by word of mouth and information on criteria used to assess the standard for licensure is not publicly available. To fulfill requirements for transparency and objectivity there must be a clearly articulated standard for every way that an individual could potentially meet criteria for licensure. 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:**

Decisions of the Registrar are communicated by email. Registration decisions usually take about 1-2 days from receipt of completed application. Registration timeline is often communicated by phone. If registration is not successful, the applicant is told the reason for rejection and given an opportunity to remedy their application. Registration may not be successful due to an omission of forms or documents. Requirements are communicated throughout the process.

<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>According to the answer, registration decisions are communicated in writing. It is not clear if reasons for denied registration are also in writing, or what the potential remedies might be. It appears that reasons are more commonly related to an incomplete application. Though it may not be common, there should be a process used to communicate registration decisions for reasons other than an incomplete application. Consider what these reasons might be (need to define assessment criteria to do this effectively) and information that could be provided to support future success of the applicant. To be compliant with the FRPA the regulating body must provide written decisions with reasons when registration has not been granted, as well as information on programs/services available to support future success of the applicant.</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.

<b>QUESTION 11</b>	
<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>	
<b>RESPONDENT ANSWER</b>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><b>If Yes, explain:</b></p> <p>There is a documented internal review process.</p> <p>There is no documented process for when the applicant would be informed of the internal review process.</p> <p>The process is not clearly laid out on the website. There are links on the website to the By-Laws <a href="#">20201008-Draft-By-Laws-signed.pdf (nsreaa.ca)</a> and the Act <a href="#">Real Estate Appraisers Act (nsreaa.ca)</a>.</p> <p>The applicant has 30 days to file an appeal for a decision of the Registrar or Committee of Examiners.</p> <p><b>If No, explain why not:</b></p>

<b>COMPLIANCE CRITERIA</b>	<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 regulating body has an internal review process documented in legislation and by-laws which can be accessed from the NSREAA website. There is no plain language version available for applicants and no process to inform them about the internal review process or the procedures and timeframes associated with it. To be compliant with the FRPA the regulating body shall provide an internal review process and inform the applicant of the internal review process and of the procedures and time frames for the internal review.</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>From section 13 of the Act:</p> <p>“(5) Any person affected by a decision of the Registrar with respect to registration may appeal, in writing, within thirty days of receipt of the decision to the Committee of Examiners which may reconsider the decision of the Registrar and may order that the name of the person be entered on the register.....”</p>

Decisions can be appealed from the Committee of Examiners to the Board as set out in the Act:

“Appeal

“16 (1) Where the Committee of Examiners refuses to approve a person for registration that person may appeal to the Board, in writing, within thirty days of receipt of notification of the decision of the Committee. (2) Where an appeal is taken pursuant to subsection (1), the Board, after considering all relevant factors, may (a) direct that the person who took the appeal be registered; (b) refer the matter back to the Committee of Examiners for reconsideration with such directions as the Board considers necessary; or (c) dismiss the appeal and uphold the decision of the Committee. (3) No member of the Board who is also a member of the Committee of Examiners shall participate in the hearing or consideration of an appeal taken pursuant to this Section.”

From the By-Laws [20201008-Draft-By-Laws-signed.pdf \(nsreaa.ca\)](#):

“Appeals of decisions of the Committee of Examiners to the Board

“194. In accordance with section 16 of the Act, the Board of Directors shall hear appeals of decisions of the Committee of Examiners.

“195. The President shall serve as Chair when the Board hears appeals from the Committee of Examiners.

“196. If the President is unavailable or unable to act as Chair, the Vice-President shall serve as Chair. If the President and Vice-President are unable or unavailable to act as Chair, then the remaining members of the Board of Directors shall appoint another member of the Board to serve as Chair.

“197. The Board shall prescribe the form of Notice of Appeal to be used and set any applicable filing fee to be paid by any Member who wishes to appeal a decision of the Committee of Examiners.

“198. A Notice of Appeal and a copy of the decision or notice being appealed must be filed in writing with the President within thirty (30) days of the decision being appealed having been provided by the decision maker to the appellant.

“199. The President shall cause the Notice of Appeal and a copy of the decision or notice being appealed to be circulated to the Board.

“200. The Chair of the Board shall: a. Set a date for a hearing of the appeal; b. Serve written notice of the date, time and place for the hearing of the appeal upon the appellant, the Registrar, and the Chair of the Committee of Examiners; and c. Upon receipt of the Notice of Appeal from the President, the Chair of the Committee of Examiners shall deliver to the President all material on which the Committee of Examiners relied in making the decision that is the subject of the appeal. The President shall determine when and by what means the documents from the decision maker will be distributed to the registrant or registered firm filing the appeal and to the Association.

“201. The parties to an appeal before the Board are the Committee of Examiners and the appellant.

	<p>“202. The Board may adopt procedures for appeals to be heard by the Board. The Board shall have authority to determine its own process for conducting each appeal, including a determination as to whether an appeal should proceed by way of oral hearing or written submissions.</p> <p>“203. An appeal to the Board is limited to the matters set out in the Notice of Appeal.</p> <p>“204. In a proceeding before the Board, the parties have the right to: a. Be represented by legal counsel at the expense of the party; b. Disclosure of any information to be provided to the Board; and c. A reasonable opportunity to make submissions.</p> <p>“205. The testimony of witnesses, if any, at a hearing before the Board shall be taken under oath or affirmation.</p> <p>“206. The Board shall make a decision as required by section 16(2) of the Act.</p> <p>“207. The Board shall render its decision with reasons in writing and provide a copy to the appellant, the Chair of the Committee of Examiners, and the Registrar.”</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>
<p><b>COMMENTS: REVIEW FINDINGS</b></p>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>Appeal process described in the Act is insufficient to demonstrate that all FRPA requirements are met. Ensure that a supplementary policy is in place to fully meet FRPA requirements. The policy should include the following:</p>

	<ul style="list-style-type: none"> <li>- A description of procedures and time frames – including time frame to set a hearing or receive supplementary information and time required for a decision to be made</li> <li>- Clear information on the opportunity for the applicant to make submissions</li> </ul> <p>To be compliant with the FRPA the regulating must have a clearly defined internal review process that includes procedures, time frames and opportunities the applicant has to provide new information or make submissions with respect to their appeal.</p>
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### QUESTION 13

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.

Alignment with the FRPA: *Sections 10(5) and 16(3)(n)*

<b>RESPONDENT ANSWER</b>	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No  <b>Explain:</b>  <p>Decisions of the Registrar are appealed to the Committee of Examiners. Decisions of the Committee of Examiners are appealed to the Board. Members of the Committee of Examiners who are also on the Board would recuse themselves from the Board decision. This process is documented in the Act and By-Laws.</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>S 16(2) of the Act allows the Board to refer appealed decisions back to the Committee of Examiners to be reconsidered. This is a potential incongruence with the FRPA requirement that appeal decisionmakers not be the same as the original decisionmaker. Ensure that the supplemental policy, when written, includes clarity regarding the original decision makers. The current process implies that the original decision maker could be the Registrar or the Committee of Examiners (perhaps both??). Appeals cannot be referred back to the original decision-maker. To be compliant with the FRPA the regulating body ensures that internal review decision-makers are different from the original decision and has a process to ensure the separation of internal review decision-makers from the original 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 type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p><b>If yes, please describe:</b></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>To be compliant with the FRPA the regulating body shall ensure that individuals acting as decision-makers in internal reviews receive training on conducting an internal review and that there be a description of the training provided.</p>

### QUESTION 15

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?

Alignment with FRPA: *Sections 10(3)*

<b>RESPONDENT ANSWER</b>	<p>There is no written standard for how to communicate the result of the internal review. Current practice would be to email a decision of the Registrar. There is no length of time to communicate results. Currently the need to provide a written decision with reasons by the Committee of Examiners is not in the By-Laws, however this has been the practice.</p> <p>If the Board is rendering a decision, then as per the By-Laws, “The Board shall render its decision with reasons in writing and provide a copy to the appellant, the Chair of the Committee of Examiners, and the Registrar.”</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> <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>When documented, the plain language supplemental internal review policy should include the timeframe for communicating results of the internal review decision-making. The policy should provide clarity about who will communicate the results back to the appellant and confirm that the decision will be provided in writing with reasons if the appeal is not upheld. To be compliant with the FRPA the internal review decision-maker shall provide the appellant with a written decision that includes reasons within a reasonable time.</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 Nova Scotia Real Estate Appraisers Association:

- The NSREAA spends a significant amount of time talking individuals through the basic requirements of the registration process because the Association does not currently provide information on registration practices in an accessible and understandable manner. Transparency can be improved by way of the website of the Regulating Body. Enhancing information on the Become a NSREAA Member webpage would give a platform for new registration policies and processes, including clear requirements for registration and the criteria used to assess whether requirements have been met. Consulting with an independent website developer and reviewing the website resources on the FRPA website could help to improve the way information is displayed and the type of information provided to individuals interested in membership with NSREAA.

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: Web Design Best Practices Checklist). 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 Nova Scotia Real Estate Appraisers Association 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

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## 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: Nova Scotia Real Estate Appraisers Association

INFORMATION ON REGISTRATION PRACTICES AS OF: 2021-06-24

### 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>	2021-10-14	2022-10-28	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>	2021-10-14	Click or tap to enter a date.			

### 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	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- document detailed information on qualifications required for each type of membership inclusive of the Path to AIC Designation</li> </ul>	<ol style="list-style-type: none"> <li>1. The Executive Director will create plain language explanation on qualifications required for each type of membership inclusive of the Path to AIC Designation. This information will be posted on the website.</li> <li>2. A. The Committee of Examiners will create new forms to be completed by applicants. 2. B. The</li> </ol>	<ol style="list-style-type: none"> <li>1. March 2022</li> <li>2. December 2023</li> <li>3. March 2022</li> </ol>	A good plan to address the current gaps in registration practices.

		<ul style="list-style-type: none"> <li>- document detailed instructions on what documentation must accompany an application and at what stages of the application process the documentation must be provided</li> <li>- document detailed information on the registration process and how requirements for registration are to be met, from student through to full licensure</li> <li>- communicate all details regarding registration requirements and how requirements are to be met on a publicly accessible website</li> <li>- update and post the blank application form on a publicly accessible website</li> </ul>	<p>Committee of Examiners will create a list of documents that must accompany an application.</p> <p>2. C. The Committee of Examiners will create a list of times and stages when the documentation must be provided. 2. D. All of the information in 2. will be posted on the website.</p> <p>3. The Executive Director will create a detailed chart of the registration process and how to progress from student to full licensure. This information will be posted on the website.</p> <p>4. Post the information from 1-3 on the website.</p> <p>5. The Committee of Examiners will create updated blank forms and post them on the website</p>	<p>4. December 2023</p> <p>5. December 2023</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 7 (c), 9(a), 16(3)(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>	2	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- document detailed information on the registration process including which steps could be completed</li> </ul>	<p>1. The Committee of Examiners will create international application process and include information from AIC. They will include details about steps that could be completed</p>	<p>1. December 2024</p> <p>2. December 2024</p>	<p>A good plan to address the current gap in registration practices. The</p>

		<p>before arrival in Canada and how requirements for registration are to be met by <b>applicants who received their qualifications outside of Canada</b> inclusive of the Path to AIC Designation</p> <ul style="list-style-type: none"> <li>- document detailed instructions on what documentation must accompany an application, including any translation requirements</li> <li>- communicate detailed information regarding registration requirements and how requirements are to be met on a publicly accessible website with links to helpful resources</li> <li>- update and post the blank application form on a publicly accessible website</li> </ul>	<p>before arrival in Canada. The Committee of Examiners will provide details on international designations that are accepted. The AIC Path to Designation will be part of the information.</p> <ol style="list-style-type: none"> <li>2. The Committee of Examiners will create list of required documents for application along with translation requirements.</li> <li>3. Post information from 1 and 2 on the website.</li> <li>4. The Committee of Examiners will create a blank application form and post it on the website.</li> </ol>	<ol style="list-style-type: none"> <li>3. December 2024</li> <li>4. December 2024</li> </ol>	<p>timeline is long and as a result it will be important to ensure there are no delays in achieving the dates for completion.</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			
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
<b>Action required</b>	3	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- document detailed information about a streamlined registration process and how requirements for registration are to be met by</li> </ul>	<ol style="list-style-type: none"> <li>1. The Board will get advice regarding CFTA requirements for a streamlined registration process, keeping in mind the Real Estate Appraisers Act and other relevant legislation. The Committee of Examiners will develop a registration process that is in keeping with</li> </ol>	<ol style="list-style-type: none"> <li>1. December 2024</li> <li>2. December 2024</li> <li>3. December 2024</li> </ol>	<p>This action should be prioritized given that it connects with federal requirements under the CFTA and consequences to the province can be</p>

		<p><b>applicants who are registered in another jurisdiction in Canada</b></p> <ul style="list-style-type: none"> <li>- document detailed instructions on what documentation must accompany an application which may include proof of current licensure in another province/territory as verification of the qualification</li> <li>- communicate information regarding registration requirements and how requirements are to be met on a publicly accessible website</li> <li>- update and post a blank application form on a publicly accessible website</li> </ul>	<p>legal requirements. The Membership will change the by-laws as applicable if necessary. The Executive Director will create a plain language version for the website.</p> <ol style="list-style-type: none"> <li>2. The Committee of Examiners will create a list of documentation required and place on the website.</li> <li>3. Post 1 and 2 on the website.</li> <li>4. The Committee of Examiners will create an updated blank form and post it on the website.</li> </ol>	4. December 2024	substantial for non-compliance. Consult with the provincial labour mobility coordinator to develop a streamlined process. Discuss the timeline and aim to reduce the dates for completion.
<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 9(b), 16(3)(c)</i>					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	5	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- advise applicants on alternative documentation they may provide when required documentation cannot</li> </ul>	<ol style="list-style-type: none"> <li>1. The Executive Director will consult with AIC to see if they have a provision for alternative documentation. If not, then the Committee of Examiners will develop separate requirements that would be in compliance with FRPA requirements.</li> </ol>	<ol style="list-style-type: none"> <li>1. December 2022</li> <li>2. December 2022</li> <li>3. December 2022</li> </ol>	A good plan to address the current gap in registration practices.

		be obtained for reasons beyond their control - document guidelines that describe alternatives that would be acceptable - document guidelines for applicants about information required to consider a request to accept alternative documentation	2. The Committee of Examiners will create a list of guidelines that describe alternatives that would be acceptable. 3. The Committee of Examiners will create a process for applicants about information required to consider a request to accept alternative documentation. 4. Post information on the website.	4. December 2022		
<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(e), 16(3)(k)</i>						
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments	
Action required	6	Areas of non-compliance to be addressed in an action plan are as follows: - document information about any support the regulating body provides to applicants during the registration process - communicate information about support on a publicly accessible website.	1. The Executive Director will create an explanation of the support the regulating body provides to applicants during the registration process. 2. Post the information the website.	1. March 2022 2. March 2022	A good 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 16(3)(h)</i>						
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments	
<b>Action required</b>	7	<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 policy/process to describe existing accommodation practices for applicants with physical or mental disabilities which includes: <ul style="list-style-type: none"> <li>- how to request an accommodation</li> <li>- the types of accommodation that could be made during the registration process</li> </ul> </li> </ul>	<ol style="list-style-type: none"> <li>1. The Executive director will consult with AIC to see if they have documented policies in place.</li> <li>2. If not, then the Board will obtain legal advice and prepare a policy for accommodation for applicants with physical or mental disabilities.</li> <li>3. The Committee of Examiners will prepare a policy that explains how to request an accommodation and the types of accommodation that could be made during the registration process.</li> </ol>	<ol style="list-style-type: none"> <li>1. December 2022</li> <li>2. December 2023</li> <li>3. December 2023</li> </ol>	<p>A reasonable plan to address the current gap in registration practices. A template policy that can be used as a guideline to develop a description of accommodation practices and advise applicants how to make such a request can be found on the Fair Registration Practices website: <a href="https://www.fairregistrationpractices.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			
Sections 12 (1) through (5) and 16(3)(j)					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
Action required	8	<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 process under which requests for access to records will be considered, including:               <ul style="list-style-type: none"> <li>- the process by which an applicant may make a request</li> <li>- any limitations with regards to access</li> <li>- any fees associated with the request</li> </ul> </li> </ul>	<p>1. The Board will create a policy with a process for requesting documents including:</p> <p>a) how applicants can make a request; b) any limitations with regards to access; and c) any fees associated with the request.</p>	March 2022	<p>A reasonable plan to address the current gap in registration practices.</p> <p>There is a template policy that could assist with this development on the FRPA website: <a href="#">Fair Registration Practices - Resources for Regulatory Bodies   novascotia.ca</a></p>
Update 1					
Update 2					
Update 3					
Update 4					

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

<b>Action required</b>	9	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- document detailed information on the criteria used to assess whether requirements for registration have been met</li> <li>- communicate information about assessment on a publicly accessible website</li> <li>- document the role of third-party assessors in a publicly accessible manner</li> </ul>	<ol style="list-style-type: none"> <li>1. The Committee of Examiners will create a list of criteria used to assess whether requirements for registration have been met.</li> <li>2. The Executive Director will create a document that explains the role of third-party assessors.</li> <li>3. Post the information from 1 and 2 on the website.</li> </ol>	December 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	<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 to communicate registration decisions, including a situation in which the Committee of Examiners has been involved in the assessment, 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> </ul> </li> </ul>	The Committee of Examiners will create a documented process that delineates both the process through just the Registrar as well as the Committee of Examiners, including the timeframe for decision making, that all decisions are provided in writing, and the reasons why an	December 2024	<p>A reasonable plan to address the current gap in registration practices. There is a template policy that could assist with this development available on the FRPA website: <a href="http://www.fairregistrationpractices.ca">Fair Registration Practices - Resources for Regulatory Bodies   novascotia.ca</a></p>

		○ reasons why an applicant may not be granted registration	applicant may not be granted registration.			
<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(a), 10(1)</i>						
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments	
<b>Action required</b>	11	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- Communicate information about the internal review process on a publicly accessible website</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>	<ol style="list-style-type: none"> <li>1. The Executive Director will create a plain language explanation of the internal review process and post it on the website.</li> <li>2. Committee of Examiners will create a process for how and when applicants who have not been granted registration are informed about the internal review process.</li> <li>3. The Board and legal counsel will create a policy for how an applicant who has not been granted registration can initiate an internal review of the registration decision.</li> </ol>	<ol style="list-style-type: none"> <li>1. December 2025</li> <li>2. December 2025</li> <li>3. December 2025</li> </ol>	<p>The timeline for completion is significant. This is a long time to be out of compliance with the FRPA. Consider advancing this completion date, aiming for full compliance by the fall of 2025. This action could be linked to action #10.</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(1), (2), (4) and 16(3)(m)</i>						
	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 plain language 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>	<ol style="list-style-type: none"> <li>1. The Board will consult with NSREAA lawyer to create a detailed internal review process with procedures for appeals to be adopted by the NSREAA Board. This is partly set out in the current By-laws.</li> <li>2. The Executive Director will create a plain-language summary of the appeals process and post on the website.</li> </ol>	December 2025	<p>Comment as above with regards to the Dates for Completion. There is a template policy that could assist with this development available on the FRPA website: <a href="#">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 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-maker in an internal review of the same decision</li> <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>	<ol style="list-style-type: none"> <li>1. The Board will review the appeals process with NSREAA lawyer to see if Act and By-laws are in accordance with due process.</li> <li>2. The Board will create a rule to ensure that no one who acted as a decision-maker in a registration decision acts as a decision-maker in an internal review of the same decision.</li> </ol>	December 2025	Comments as above with regards to Dates for Completion. This action could be linked to action #12.
<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 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>	After a detailed appeals process is documented, the Board will create a training regime for decision makers and ensure that all decision makers receive the training. Training will be documented as it is completed.	December 2025	The original assessor(s) would also benefit from this training. Training should be repeated whenever there are new persons involved in the assessment/decision-making process.
<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 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>	As part of the detailed appeals process, the manner, timeframe, and form of decision (in writing with reasons) will be included.	December 2025	Comments as above in relation to the internal review process. A goal should be set to reduce the Dates for Completion.



<b>Update 1</b>						
<b>Update 2</b>						
<b>Update 3</b>						
<b>Update 4</b>						