

ACTION PLAN PROGRESS UPDATE

NAME OF REGULATING BODY: Nova Scotia Apprenticeship Agency

COMPLETION DATE OF LAST REVIEW: 2020-10-01

PROGRESS UPDATE DUE: 2021-11-25

Progress Update	FRPA details of Non-Compliance and Recommendations	Regulator Action Plan	Dates for Completion	Regulator - Action Plan Progress Update	Additional Comments by Regulator
<p>Action 1</p>	<p>Develop an internal policy on communicating decisions along the pathway to certification. Ensure that it includes the following:</p> <ul style="list-style-type: none"> • All decisions are to be communicated in writing and must include reasons. • Timelines for responding to applicants and for communicating decisions. • Unsuccessful applicants must receive the following information with the decision: <ul style="list-style-type: none"> - Information on programs and services they can participate in to facilitate successful registration in the future; and - Information on their right to appeal. <p>FRPA Reference: 8(b),(c),(d), 10</p>	<p>The Apprenticeship Management System will provide on-line, self-serve options for all clients of the Agency. This will allow clients to access up-to-date information regarding their applications and apprenticeship journey.</p> <p>Testing is starting in January 2021 on the core system.</p> <p>Go-live is expected in Summer 2021.</p>	<p>Completed</p> <p>End December 2021</p> <p>Summer 2022</p>	<p>Design of the client self-serve functionalities of AMS are complete. Only defect fixes are outstanding.</p> <p>Efforts are being made to try and complete core testing by end January 2021, however this may extend into early January 2022.</p> <p>Defects and fixes have delayed the go-live date</p>	<p>Although the build of the AMS application is ongoing, the design governing client access to their apprenticeship information via self-serve has been finalized and no changes are anticipated.</p> <p>Testing of the core system began in January 2021 and is scheduled to be completed by end December. Beginning January 2022 finalization of the provincial unique system requirements and testing will commence.</p> <p>Defects found during the core user acceptance testing, and the associated time required to correct these defects, have resulted in delays in the final core development. Go-live is now expect Summer of 2022.</p>

		<p>The staff of the Agency makes the decision and the decision is submitted into the system with reasons, fully accessible to the client.</p> <p>All policies and procedures, including communicating decisions to applicants, will be updated for the new AMS.</p>	<p>Completed</p> <p>Spring 2022</p>	<p>Ability to make decisions readily available to clients within AMS has been designed into the system.</p> <p>Drafts of policies and procedures are nearing completion.</p>	<p>No changes regarding the process and procedures regarding notification to unsuccessful applicants. Decisions made by Agency staff will be communicated and documented in the AMS system along with the associated reasons. No changes to the client's ability to access this information is planned.</p> <p>Final policy and procedures documents are expected prior to AMS going live summer 2022.</p>
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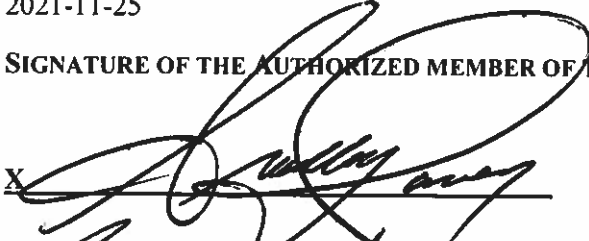
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Action 2	<p>Develop a FRPA complaint appeals policy containing all the following:</p> <ul style="list-style-type: none"> - That the applicant will be informed in writing of the right to appeal with receipt of the decision-letter. The appeal policy will be appended to the decision letter. - The timeframes for stages of the appeal. - An opportunity for the applicant to make submissions respecting the appeal and information regarding acceptable formats for submission - A prohibition that no one who acted as a decisionmaker in an original decision will act as a decisionmaker in an appeal. - That decisions will be provided to the applicant in writing with reasons. <p>FRPA Reference: 7(a), 10, 16(3)(m),(n),(p)</p>	This requires a legislative amendment. There is currently a legislative review underway. Though the timeline is uncertain, we will commit to ensuring that these decisions have a FRPA compliant appeals mechanism.	TBD	Legislation changes have been delayed.	Review and amendments to the legislation have been delayed. As to when these amendments will be enacted is unclear at this time, but we continue to commit to ensuring that these amendments will have a FRPA compliant appeals mechanism.
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Action 3	<p>Document a training plan for appeal decision-makers.</p> <p>FRPA Reference: 11, 16(3)(p)</p>	Will be completed with review of the legislation as per action 2.	TBD	Legislation delayed as per Action 2.	As per Action 2.
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Action 4	<p>Document a process for which applicants may request access to their application/certification records.</p> <p>FRPA Reference: 12, 16(3)(j)</p>	AMS will give all applicants access to their records. This will be accomplished when the AMS goes live in the summer of 2021.	Spring 2022	"Quick Tips", "How To" and online help files will be available to clients to help walk them through the process of accessing and printing their apprenticeship information at	Both printed and online material will be accessible to all users of the AMS. A client's ability to access their information via self-serve in AMS will be governed through

				anytime or from anywhere in the world where internet is available.	role security which will both protect and provide client access to their data. The system configuration will align with the legislation as outlined in the province's Freedom of Information and Protection of Privacy policies.
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DATE SUBMITTED BY REGULATING BODY:

2021-11-25

SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:

X 
BRADLEY HARVEY
PRINTED NAME

DATE REVIEWED BY THE FRPA REVIEW OFFICER:

2021-12-21

SIGNATURE OF THE FRPA REVIEW OFFICER:


FRANK REINHARDT