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Nova Scotia Registered Music Teachers  
Association

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Fair Registration Practices Act (FRPA)  
Review Report  
March 1, 2022

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Province of Nova Scotia

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## EXECUTIVE SUMMARY

The Nova Scotia Registered Music Teachers Association (NSRMTA) is specifically named in the *Fair Registration Practices Act* (FRPA or “the Act”) as a “regulating body” that is subject to the Act. Section 6 of the Act summarizes the “Duty” of each “regulating body”, including NSRMTA, as follows:

*Duty of regulating body*

**6** *A regulating body has a duty to carry out registration practices that are transparent, objective, impartial and procedurally fair.*

The Review Officer, appointed under Section 13 of the Act and under the authority provided for under Sections 14 and 16 of the Act, facilitated a FRPA Review, which was initiated on February 17, 2021 and resulted in this final report. The purpose of this FRPA Review at the outset was:

- 1) To determine the current compliance status with the FRPA and, in particular, the fulfillment of above quoted “Duty” of a regulating body”; and
- 2) If areas of non-compliance are identified, to facilitate a path back to compliance through the requirement to develop an Action plan containing specific actions and completion dates as well as the requirement of progress reports on that Action plan until compliance is achieved.

The current compliance status was determined based on NSRMTA’s responses to 15 review questions. Based on these responses, a number of areas of non-compliance were identified. Consequently, NSRMTA prepared an Action Plan (Appendix A of this report). These review questions, responses, areas of non-compliance and corresponding actions and timelines to address them are detailed in this report.

A progress update on this Action Plan (Appendix A) from the NSRMTA is required by January 20, 2023. It is anticipated that NSRMTA will be in compliance by this date. This progress report will be posted to the FRPA website (<https://novascotia.ca/lae/fair-registration-practices/>) shortly after it is received.

The collaboration and cooperation of the Nova Scotia Registered Music Teachers Association throughout this review process is gratefully acknowledged.

Sincerely,



Frank Reinhardt  
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), including the [November 5, 2021 amendments](#), applies to 47 [regulating bodies](#) (sometimes called “regulatory bodies” or “regulators”) in Nova Scotia, covering 58 occupations and 21 designated trades. A regulating body (as defined in the Act) sets the standards and regulates how people practice as members of an occupation. Everyone who practices within a regulated occupation must register with the regulating 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 ensure that the items of noncompliance are brought into compliance. They are tracked and reported on until they are in compliance.

## 1.2. OVERVIEW OF THE REGULATING BODY

<b>Name of Regulating Body:</b>	Nova Scotia Registered Music Teachers Association
<b>Review Questions Due:</b>	2021-07-22
<b>Date Submitted:</b>	2021-07-06
<b>Name and contact information of the review submitter:</b>	Name: Laura Marriott Phone: 902-489-0917 Email: leadingnotestudio@gmail.com

The NSRMTA is a body of music educators of Nova Scotia. At the time of this report, there were 98 members. NSMRMTA issues the certification of “Registered Music Teacher” to Active Members (those members who qualify for this certification). Occupations of their organization include private and public music educators. The role of their organization is to provide a professional recognition of training and education. NSMRMTA’s registration application can be found here: <https://www.nsrmta.ca/join/>.

## II: QUANTITATIVE DATA – COVERING THE CALENDAR YEAR 2021

Quantitative data is collected from regulating bodies each year by way of a data survey. The following is a copy of the information provided by the *Nova Scotia Registered Music Teachers Association*, covering the year 2021, in fulfillment of the quantitative reporting requirements under Section 15 of the FRPA.

Total Number of Practicing Members:	78
New Applications Received*:	Total Applications: 9
	Successful: 9
	Unsuccessful: 0
	In Progress: 1
Interprovincial Applications Received*:	Total Applications: 1
	Successful: 1
	Unsuccessful: 0
	In Progress: 1
International Applications Received:	0
The number of internal reviews:	0

*\*Note: The sum of successful and unsuccessful application may not equal total applications as there are additional fields to consider, which includes in-progress applications from prior years and withdrawn, inactive or closed applications.*

### III: 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 Program 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 Registered Music Teachers Association 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>Active Member</li> </ul>	<ul style="list-style-type: none"> <li>Over 18 years of age</li> <li>Has been teaching for 2 years or more</li> <li>Music degree or equivalent from any institution</li> <li>Or is a performer</li> <li>Or is already a member in another province</li> </ul>	<ul style="list-style-type: none"> <li>Diplomas or certificates-either photos of diplomas or transcripts</li> <li>Police background/vulnerable sector check</li> <li>2 letters of recommendation</li> <li>Resume</li> <li>If joining based on performance experience the letters of reference and resume should highlight this</li> </ul>	<ul style="list-style-type: none"> <li>Applicants submit the application found on the website with required documentation and registration fee</li> <li>Application is put forth by registrar to council</li> <li>As long as all of the documentation is provided, the applicant is accepted</li> <li></li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.nsrmta.ca/wp-content/uploads/2020/11/NewMemberApp2020_ins.pdf">https://www.nsrmta.ca/wp-content/uploads/2020/11/NewMemberApp2020_ins.pdf</a></li> </ul>
•	•	•	•	•
<ul style="list-style-type: none"> <li>Affiliate member</li> </ul>	<ul style="list-style-type: none"> <li>Over 18 years of age</li> <li>Has been teaching for 2 or more years</li> <li>Or is a performer</li> </ul>	<ul style="list-style-type: none"> <li>Resume</li> <li>Police background check</li> <li>2 letters of recommendation</li> <li>resume</li> </ul>	•	•
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**COMPLIANCE CRITERIA**

**Compliant:**

- The regulating body provides information about its registration practices in a clear and understandable form; and
- The regulating body explains the qualifications required for registration; and

	<ul style="list-style-type: none"> <li>• The regulating body identifies documentation of qualifications that must accompany an application; and</li> <li>• The regulating body explains the registration process and how requirements for registration are to be met; and</li> <li>• The regulating body explains how information is communicated; and</li> <li>• The regulating body provides information on a publicly accessible website; and</li> <li>• The regulating body provides copies of blank application forms for registration on a publicly accessible website.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not provide information about its registration practices in a clear and understandable form; or</li> <li>• The regulating body does not explain the qualifications required for registration; or</li> <li>• The regulating body does not identify documentation of qualifications that must accompany an application; or</li> <li>• The regulating body does not explain the registration process and how requirements for registration are to be met; or</li> <li>• The regulating body does not explain how information is communicated; or</li> <li>• The regulating body does not provide information on a publicly accessible website; or</li> <li>• The regulating body does not provide copies of blank application forms for registration on a publicly accessible website.</li> </ul>
<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> <p><i>Improvements: Require evidence of age or remove this requirement. On the website, you may wish to add the word ‘music’ in relation to teaching experience. The website refers to tests and exams as required by Council. If this is not the case, remove this requirement. Require official transcripts as evidence of education.</i></p>

## QUESTION 2

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



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

**RESPONDENT ANSWER**

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

LICENSE TYPE	DOCUMENTATION (LIST)	REGISTRATION PROCESS AND HOW REQUIREMENTS ARE MET BY APPLICANT (STEP-BY-STEP)	COMMUNICATION OF INFORMATION (DESCRIBE & ADD ANY RELEVANT LINKS)
• International member	• Resume, police check, proof of diploma (photo or transcripts)	• If the documentation is provided the applicant is accepted	• This membership is for teachers living outside of Canada who wish to maintain ties with Nova Scotia for membership benefits such as adjudicating e-festivals.
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If you do not have a process, please explain.

The process is the same as non-international applicants. We accept all degrees and diplomas regardless of origin.

**COMPLIANCE CRITERIA**

**Compliant:**

- The regulating body provides information about its registration practices in a clear and understandable form to individuals who received their qualifications outside Canada; and
- The regulating body identifies documentation of qualifications that must accompany an application; and
- The regulating body explains the registration process and how requirements for registration are to be met; and
- The regulating body explains how information is communicated; and

	<ul style="list-style-type: none"> <li>• The regulating body provides information on a publicly accessible website; and</li> <li>• The regulating body provides copies of blank application forms for registration on a publicly accessible website.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does not provide information about its registration practices in a clear and understandable form to individuals who received their qualifications outside Canada; or</li> <li>• The regulating body does not identify documentation of qualifications that must accompany an application; or</li> <li>• The regulating body does not explain the registration process and how requirements for registration are to be met; or</li> <li>• The regulating body does not explain how information is communicated; or</li> <li>• The regulating body does not provide information on a publicly accessible website; or</li> <li>• The regulating body does not provide copies of blank application forms for registration on a publicly accessible website.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>The NSRMTA International category appears to be for those living outside Canada rather than those who have obtained their qualification outside Canada. FRPA expectations around pathways to recognition for the internationally qualified are not connected to residency. A person living in Canada may have qualified in another country. The pathway should identify how education and experience from another country will be assessed, when the applicant can begin this process and whether there are any additional requirements such as translation of documents. To be compliant with the FRPA the regulating body must provide information about its registration practices in a clear and understandable form to individuals who received their qualifications outside Canada.</p>

**QUESTION 3**

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

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

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

**RESPONDENT ANSWER**

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

LICENSE TYPE	DOCUMENTATION (LIST)	REGISTRATION PROCESS AND HOW REQUIREMENTS ARE MET BY APPLICANT (STEP-BY-STEP)	COMMUNICATION OF INFORMATION (DESCRIBE & ADD ANY RELEVANT LINKS)
<ul style="list-style-type: none"> <li>Active member</li> </ul>	<ul style="list-style-type: none"> <li>n/a</li> </ul>	<ul style="list-style-type: none"> <li>The teacher begins by contacting the registrar in their province of origin.</li> <li>The registrar of the province of origin contacts me on the teacher's behalf, sending along a Transfer of Membership form.</li> <li>I pass their info on to council and our webmaster and welcome them via email.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
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**COMPLIANCE CRITERIA**

**Compliant:**

- The regulating body has a streamlined process to license applicants certified in another Canadian jurisdiction that regulates the same occupation; and
- The regulating body identifies documentation of qualifications that must accompany an application; and
- The regulating body explains the registration process and how requirements for registration are to be met; and
- The regulating body explains how information is communicated; and
- The regulating body provides information on a publicly accessible website; and
- The regulating body provides copies of blank application forms for registration on a publicly accessible website.

**Not compliant:**

	<ul style="list-style-type: none"> <li>• The regulating body does not have a streamlined process to license applicants certified in another Canadian jurisdiction that regulates the same occupation; or</li> <li>• The regulating body has additional material requirements that must accompany an application; or</li> <li>• The regulating body does not explain the registration process and how requirements for registration are to be met; or</li> <li>• The regulating body does not explain how information is communicated; or</li> <li>• The regulating body does not provide information on a publicly accessible website; or</li> <li>• The regulating body does not provide copies of blank application forms for registration on a publicly accessible website.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Officer:</b></p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p>The answer indicates that membership is open to anyone who is in good standing in another province and would include a Transfer of Membership Form. Information on process, documentation requirements, application form is not available in a publicly accessible manner. To be compliant with the FRPA the regulating body must have a streamline process to license applicants certified in another Canadian jurisdiction and must provide clear and understandable information about this process in a publicly accessible manner.</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)*

**RESPONDENT ANSWER**

Yes

No

Describe and explain:

	There is a \$20 “New Member Fee”, and it is communicated directly on the application form. <a href="https://www.nsrmta.ca/nsrmta-application-form/">https://www.nsrmta.ca/nsrmta-application-form/...</a> after the initial fee there is an annual membership fee of \$100
<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> <p><i>Improvement: In addition to the application form, post information about fees on the website. Make a clear distinction between the application fee and on-going annual fees for various types of membership.</i></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)*

<b>RESPONDENT ANSWER</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>If yes, please explain:</p> <p>In lieu of references from members we will accept references from any music educator. Transcripts can be sent in lieu of diplomas.</p>
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body advises applicants on alternative documentation that applicants may provide when they cannot obtain documentation for reasons beyond their control; and</li> <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> <input type="checkbox"/> Compliant <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 answer indicates that NSRMTA is open to alternatives when documentation cannot be obtained for reasons beyond an applicant’s control. There is a need to document a consistent process that can be applied in a transparent and objective manner. Best practice suggests that original transcripts be required for proof of successful completion of an accredited program with notarized copies of documents as an alternative, or anything else that you would consider acceptable proof. How would you define a music educator who could be used as an alternative to a RMT reference? It is okay to have a broad definition if that</p>

	meets your expectations. 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.
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**QUESTION 6**

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

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

<b>RESPONDENT ANSWER</b>	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No  <b>If yes, describe:</b> On the application form it says: Questions can be directed to the NSRMTA President, Karen Turpin – 902-742-3278
<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> <input checked="" type="checkbox"/> Compliant

	<input type="checkbox"/> Not compliant
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Officer:</b></p> <p><i>Improvement: The online application form does invite inquiries and provide contact information. This registration practice can be improved by adding this information to the website so that applicants at all stages of the registration process will also have access to contact information. Include a timeframe for when applicants could expect a response to any inquiries.</i></p>

### 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 checked="" type="checkbox"/> Yes  <input type="checkbox"/> No  <b>If yes, describe:</b>  Applicants can request accommodation through our president or through myself.
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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> <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>Existing accommodation practices have not been described. 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>

## QUESTION 8

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

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

<b>RESPONDENT ANSWER</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  <b>If yes, describe:</b>
<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> <input type="checkbox"/> Compliant  <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 answer indicates there is no established process by which an applicant can make a request for access to their registration records. 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.

<b>QUESTION 9</b>	
<p>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.</p> <p>If there is a third-party assessor involved in the process, describe their role in the space provided.</p> <p>Alignment with the FRPA: <i>Section 7(d) and 16(3)(i)</i></p>	
<b>RESPONDENT ANSWER</b>	<p>Explain the criteria used for assessment and how the information is communicated:</p> <p>Experience teaching is required, and this proof is presented on the applicants resume and validated by the references. There is no experience that would not be considered invalid. A university degree in music, from a credited university, must be provided and a police check and vulnerable sector check must come back clean. These are all part of the application process on our website, and if anything fails to meet the criteria, the applicant is notified and able to resubmit.</p> <p>Is a third party involved in the assessment process?</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>If yes, name the third-party(s) and describe their role:</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> </ul>

	<ul style="list-style-type: none"> <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>Criteria used to assess whether the requirements for registration have been met are not clear. There is a lack of a professional standard that can be used as a measure. For example, evidence by way of resume and references are required for teaching experience, but no specific standard of practice such as the type of setting in which experience may be acquired, etc. It is not clear that there are any standards related to an established reputation in a field of performance. The website references possible tests and exams but does not explain what these are, pass marks, etc. The website identifies some criteria associated with an acceptable degree or equivalent but limits this with the wording ‘recognized by the Council’. To be compliant with the FRPA the regulating body must have clear criteria used to assess whether the requirements for registration have been met and must provide this information in a publicly 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)*

<b>RESPONDENT ANSWER</b>	<p><b>Explain the registration decision communication process:</b></p> <p>Once all of the required documentation is received, it is sent to the council via email for their vote. This process can take 1-2 days at most. Unsuccessful applications are usually a result of the applicant failing to include all of the required materials. If this is the case, the applicant is notified via email of the missing materials and their application is put on hold until they are submitted. If the applicant does not have the required qualifications, they are offered an alternative form of membership, such as an affiliate member.</p>
<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>When the applicant does not have the qualifications, they should be provided with reasons in writing to identify the gaps with options to address the gaps, where possible. It appears that Affiliate membership would give the applicant the opportunity to upgrade as a member without the RMT designation, but the applicant would still need information on gaps they need to fill to qualify for Active membership. To be compliant with the FRPA the regulating bodies provides reasons when registration has not been granted and information on services/programs available to support future success.</p>

## SECTION III: INTERNAL REVIEW/APPEAL PROCESS

Section 10 of the Act states “Where a regulating body does not provide registration to an applicant, the regulating body shall provide an internal review process within a reasonable time and shall inform the applicant of the internal review process and of the procedures and time frames for the internal review.” This section focuses on the internal review/appeal process, including opportunities for an applicant to provide new information for a decision and details surrounding the decision-makers involved in the internal review/appeal process. Additionally, information on the training provided to individuals who make internal review/appeal decisions will be required.

### QUESTION 11

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.

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?

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.

Alignment with the FRPA: *section 7(a) and 10(1)*

**Internal review:** 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.

<b>RESPONDENT ANSWER</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  <b>If Yes, explain:</b>  <b>If No, explain why not:</b>  Members who do not meet the requirements are able to become “Affiliate” members with the same benefits of Active members. Other than the RMT designation.
<b>COMPLIANCE CRITERIA</b>	<b>Compliant:</b> <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> <b>Not compliant:</b> <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>	<b>To be completed by the FRPA Review Officer:</b>  <input type="checkbox"/> Compliant  <input checked="" type="checkbox"/> Not compliant
<b>COMMENTS: REVIEW FINDINGS</b>	<b>Comments, to be completed by the FRPA Review Officer:</b>  Applicants who disagree with the registration decision, even if offered an alternative, have a right to an internal review of the decision. To be compliant with the FRPA, where a regulating body does not grant 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.

## QUESTION 12

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.

Alignment with the FRPA: *Sections 10(1), (2), (4), 16(3)(m)*

### RESPONDENT ANSWER

### COMPLIANCE CRITERIA

#### Compliant:

- 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
- 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.).

#### Not compliant:

- 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
- The regulating body does not describe opportunities the applicant has to provide new information or specify how submissions are to be made.

### REVIEW FINDINGS

#### To be completed by the FRPA Review Officer:

- Compliant
- Not compliant

### COMMENTS: REVIEW FINDINGS

#### Comments, to be completed by the FRPA Review Officer:

A regulating body shall provide an applicant for registration an opportunity to provide new information and to make submissions with respect to an internal review in such manner as determined by the internal review decision-maker.



### 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)*

#### RESPONDENT ANSWER

Yes

No

**Explain:**

#### COMPLIANCE CRITERIA

**Compliant:**

- The regulating body ensures that internal review decision-makers are different from the original decision; and
- 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
- The regulating body explains the process used to ensure the separation of internal review decision-makers from the original decision.

**Not compliant:**

- The regulating body does not have internal review decision-makers who are different from the original decision; or
- 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
- The regulating body does not explain the process used to ensure the separation of internal review decision-makers from the original decision.

#### REVIEW FINDINGS

**To be completed by the FRPA Review Officer:**

Compliant

Not compliant

#### COMMENTS: REVIEW FINDINGS

**Comments, to be completed by the FRPA Review Officer:**

No one who acted as a decision-maker with respect to a registration decision may act as a decision-maker in an internal review of that registration decision.

## QUESTION 14

Have the decision-makers for the internal review received training on conducting on an internal review? If so, describe the training.

Alignment with the FRPA: *Sections 11 and 16(3)(p)*

### RESPONDENT ANSWER

Yes

No

**If yes, please describe:**

### COMPLIANCE CRITERIA

**Compliant:**

- The regulating body ensures that internal review decision-makers have received training on conducting an internal review; and
- The regulating body describes the training.

**Not compliant:**

- The regulating body does not ensure that internal review decision-makers have received training on conducting an internal review; or
- The regulating body does not describe the training.

### REVIEW FINDINGS

**To be completed by the FRPA Review Officer:**

Compliant

Not compliant

### COMMENTS: REVIEW FINDINGS

**Comments, to be completed by the FRPA Review Officer:**

A regulating body shall ensure that individuals acting as decision-makers in internal reviews receive training on conducting an internal review.

## 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)*

### RESPONDENT ANSWER

### COMPLIANCE CRITERIA

**Compliant:**

- The internal review decision-maker provides the applicant written internal review decisions; and
- The regulating body describes a reasonable timeframe within which internal review decisions are provided; and
- The internal review decision-maker provides reason(s) to applicants who are not granted registration.

**Not compliant:**

- The internal review decision-maker does not provide the applicant written internal review decisions; or
- The regulating body does not describe a reasonable timeframe within which internal review decisions are provided; or
- The internal review decision-maker does not provide reason(s) to applicants who are not granted registration.

### REVIEW FINDINGS

**To be completed by the FRPA Review Officer:**

Compliant

Not compliant

### COMMENTS: REVIEW FINDINGS

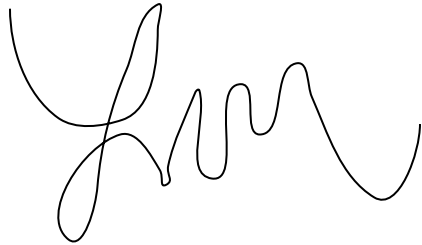
**Comments, to be completed by the FRPA Review Officer:**

An internal review decision-maker shall provide an applicant with a written decision that includes reasons within a reasonable time.

## V: ACKNOWLEDGEMENTS:

The *Nova Scotia Registered Music Teachers 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.

**SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:**

A handwritten signature in black ink, appearing to read 'Laura Marriott', written in a cursive style.

**Name (print):** Laura Marriott

**DATE:** March 21, 202

## 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 Registered Music Teachers Association

INFORMATION ON REGISTRATION PRACTICES AS OF: Click or tap to enter a date.

### 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>	2020-11-17	2023-01-20	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>	2022-01-20	Click or tap to enter a date.	Click or tap to enter a date.	Click or tap to enter a date.	Click or tap to enter a date.

### ACTION PLAN:

<b>ACTION PLAN – AREA 1:</b>	<b>Response to FRPA Review Question #2</b>
<b>FRPA SECTIONS:</b>	<b>Sections 7 (c), 9(a), 16(3)(b), (e) and (g)</b>
<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<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 and how requirements for registration are to be met by <b>applicants who received their qualifications outside of Canada</b></li> <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</li> </ul>
<b>REGULATOR ACTION PLAN:</b>	<a href="#">We agree that we need to address this gap in our registration process. We will begin by grappling with how to objectively evaluate those who were educated outside of Canada. This will involve some research, including investigating a range of international certification systems to compare with those we are more familiar with here in Canada. Then we will work on clearly communicating criteria on our website.</a>

	<b>Date for Completion:</b> <a href="#">September 2022.</a>
<b>Year 1: Action Plan update.</b>  <b>Due:</b> <b>2023-01-20</b>	
<b>FRPA Review Officer Comments</b>	

<b>ACTION PLAN – AREA 2:</b>	<b>Response to FRPA Review Question #3</b>
<b>FRPA SECTIONS:</b>	<b>Sections 3, 6, 7 (c), 9(a), 16(3)(b), (e) and (g)</b>
<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<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 <b>applicants who are registered in another jurisdiction in Canada</b></li> <li>- document detailed instructions on what documentation must accompany an application</li> <li>- communicate information regarding registration requirements and how requirements are to be met on a publicly accessible website</li> <li>- post a blank application form on a publicly accessible website</li> </ul>
<b>REGULATOR ACTION PLAN:</b>	<p><a href="#">It is our intention to update our website to clearly state the process by which a teacher applying for a Transfer from another Province would proceed, and to develop an appropriate accompanying application form for such an individual which can be easily accessed directly from our website.</a></p> <p><b>Date for Completion:</b> <a href="#">September 2022.</a></p>
<b>Year 1: Action Plan update.</b>  <b>Due:</b> <b>2023-01-20</b>	
<b>FRPA Review Officer Comments</b>	

<b>ACTION PLAN – AREA 3:</b>	<b>Response to FRPA Review Question #5</b>
<b>FRPA SECTIONS:</b>	<b>Sections 9(b), 16(3)(c)</b>
<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<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 be obtained for reasons beyond their control</li> <li>- document guidelines that describe alternatives that would be acceptable</li> <li>- document guidelines for applicants about information required to consider a request to accept alternative documentation</li> </ul>
<b>REGULATOR ACTION PLAN:</b>	<p>We currently ask for digital copies of the original required documentation. Applicants may request copies from the granting institution if they don't have the originals. The NSRMTA intends to update the information on our website to explain that a music educator could include references from peer recognized non-RMT music community members such as Professors, Examiners, Adjudicators, etc.</p> <p><b>Date for Completion: September 2022.</b></p>
<b>Year 1: Action Plan update.</b> <b>Due: 2023-01-20</b>	
<b>FRPA Review Officer Comments</b>	

<b>ACTION PLAN – AREA 4:</b>	<b>Response to FRPA Review Question #7</b>
<b>FRPA SECTIONS:</b>	<b>Sections 16(3)(h)</b>
<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<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>

<b>REGULATOR ACTION PLAN:</b>	<p>It is our intent to update our website to state that the NSRMTA is committed to providing a supportive, inclusive, and welcoming process of registration for anyone needing assistance with their application. We intend to indicate that such an individual may contact the registrar directly, and every effort will be made to accommodate the applicant in a way which is helpful to their particular situation.</p> <p><b>Date for Completion:</b> September 2022.</p>
<b>Year 1: Action Plan update.</b>  <b>Due: 2023-01-20</b>	
<b>FRPA Review Officer Comments</b>	

<b>ACTION PLAN – AREA 5:</b>	<b>Response to FRPA Review Question #8</b>
<b>FRPA SECTIONS:</b>	<b>Sections 12 (1) through (5) and 16(3)(j)</b>
<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<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:</li> <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>
<b>REGULATOR ACTION PLAN:</b>	<p>The NSRMTA intends to rectify this omission, and to establish a process by which an individual might request access to their registration records and shall include this on our website.</p> <p><b>Date for Completion:</b> September 2022.</p>
<b>Year 1: Action Plan update.</b>  <b>Due: 2023-01-20</b>	



<b>FRPA Review Officer Comments</b>	
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<b>ACTION PLAN – AREA 6:</b>	<b>Response to FRPA Review Question #9</b>
<b>FRPA SECTIONS:</b>	<b>Sections 7(d), 16(3)(i)</b>
<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<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> </ul>
<b>REGULATOR ACTION PLAN:</b>	<p>As NSRMTA does not actually administer the tests by which an applicant is accepted, a general statement of having ‘met the granting institution’s requirements’ is all that can be said. Each University or Conservatory may have different pass marks, etc.</p> <p>‘Recognized by Council’ is subjective wording which will be removed from the website.</p> <p>This whole area will be revisited as our website is brought up to standard. As this section relates to our response to Question 2, we will ensure consistency in our evaluation criteria across our website, and within the application form.</p> <p><b>Date for Completion:</b> September 2022.</p>
<b>Year 1: Action Plan update.</b> <b>Due: 2023-01-20</b>	
<b>FRPA Review Officer Comments</b>	

<b>ACTION PLAN – AREA 7:</b>	<b>Response to FRPA Review Question #10</b>
<b>FRPA SECTIONS:</b>	<b>Sections 8(b), (c) and (d)</b>

<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<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 that includes the following: <ul style="list-style-type: none"> <li>o timeframe for decision-making</li> <li>o all decisions are provided in writing</li> <li>o reasons why an applicant may not be granted registration</li> </ul> </li> <li>- document information on programs/services available to support the future success.</li> </ul>
<b>REGULATOR ACTION PLAN:</b>	<p>The NSRMTA website will be updated to read ‘Unsuccessful applicants will be provided with written reasons for their denied application,’ and will henceforth include possible ways forward for such individuals to upgrade their applications.</p> <p><b>Date for Completion:</b> September 2022.</p>
<b>Year 1: Action Plan update.</b>  <b>Due: 2023-01-20</b>	
<b>FRPA Review Officer Comments</b>	

<b>ACTION PLAN – AREA 8:</b>	<b>Response to FRPA Review Question #11</b>
<b>FRPA SECTIONS:</b>	<b>Sections 7(a), 10(1)</b>
<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<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 a process is in place for an internal review of the registration decision</li> <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>
<b>REGULATOR ACTION PLAN:</b>	<p>NSRMTA will establish and implement an internal review process by which a denied applicant may have the decision reviewed by an arm’s length body. The timeline for this process will be decided, and then stated on our website so as to be clear to all applicants what established procedure they may expect.</p>

	<b>Date for Completion:</b> <a href="#">September 2022.</a>
<b>Year 1: Action Plan update.</b>  <b>Due:</b> <b>2023-01-20</b>	
<b>FRPA Review Officer Comments</b>	

<b>ACTION PLAN – AREA 9:</b>	<b>Response to FRPA Review Question #12</b>
<b>FRPA SECTIONS:</b>	<b>Sections 10(1), (2), (4) and 16(3)(m)</b>
<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<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 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>
<b>REGULATOR ACTION PLAN:</b>	<p><a href="#">The NSRMTA website will be updated to describe the details of how an applicant may go about providing new information to our internal review body. Once again, an appropriate timeline will be included with these instructions.</a></p> <p><b>Date for Completion:</b> <a href="#">September 2022.</a></p>
<b>Year 1: Action Plan update.</b>  <b>Due:</b> <b>2023-01-20</b>	
<b>FRPA Review Officer Comments</b>	

<b>ACTION PLAN – AREA 10:</b>	<b>Response to FRPA Review Question #13</b>
<b>FRPA SECTIONS:</b>	<b>Sections 10(5) and 16(3)(n)</b>
<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<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>
<b>REGULATOR ACTION PLAN:</b>	<p>In forming our internal review process, NSRMTA will have a review body which is completely separate from those who made the original decision to decline an application. This too shall be made clear on our website as we proceed with these updates.</p> <p><b>Date for Completion:</b> September 2022.</p>
<b>Year 1: Action Plan update.</b> <b>Due: 2023-01-20</b>	
<b>FRPA Review Officer Comments</b>	

<b>ACTION PLAN – AREA 11:</b>	<b>Response to FRPA Review Question #14</b>
<b>FRPA SECTIONS:</b>	<b>Sections 11, 16(3)(p)</b>
<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<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>
<b>REGULATOR ACTION PLAN:</b>	<p>Once the internal review body has been established, they will receive training via the FRPA recommended websites. We are grateful for the resources that have been provided to us for this purpose.</p>

	<b>Date for Completion:</b> September 2022.
<b>Year 1: Action Plan update.</b>  <b>Due:</b> 2023-01-20	
<b>FRPA Review Officer Comments</b>	

<b>ACTION PLAN – AREA 12:</b>	<b>Response to FRPA Review Question #15</b>
<b>FRPA SECTIONS:</b>	<b>Sections 10(3)</b>
<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<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>
<b>REGULATOR ACTION PLAN:</b>	<p>The NSRMTA is committed to updating our registration process to provide information as to how and when an internal review decision will be communicated to an applicant who was not successful in their original application to join the association. Any communication with said applicants will also outline the reasons for the final decision regarding their application for membership. Additionally, the NSRMTA shall ensure consistency in how the process is undertaken, and in what is stated on our website.</p> <p><b>Date for Completion:</b> September 2022.</p>
<b>Year 1: Action Plan update.</b>  <b>Due:</b> 2023-01-20	
<b>FRPA Review Officer Comments</b>	

