

**ACTION PLAN -YEAR 1 PROGRESS UPDATE
NOVA SCOTIA ENVIRONMENT: WELL PUMP INSTALLERS**

As per the following Action Plan Progress Report and FRPA Review Officer comments, all areas of non-compliance, as originally identified in the May 2021 FRPA review report, have now been addressed.

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
Due Date	2021-05-05	2022-06-22	Update 1 + 1yr if necessary	Update 2 + 1yr if necessary	Update 3 + 1yr if necessary
Actual Completed Date	2021-05-20	2022-06-22			

ACTION PLAN:

ACTION PLAN – AREA #1:	Response to FRPA Review Questions #1 and #2 (Registration Process and Communications):
FRPA SECTIONS:	Sections 6, 7(a), (c), 9(a), 16(3)(a), (b) and (g)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: - provide clear instructions on what documentation must accompany applications - ensure that information regarding registration requirements and how requirements are to be met is clear and easily accessible in the public domain through print and electronic media.
REGULATOR ACTION PLAN:	- Update the application process to ensure instructions and all requirements including supporting documentation are clear. - The website will be updated to communicate the corresponding requirements in a manner that is easily accessible.
INTENDED COMPLETION DATE:	May 2022* *CNS advised of delays for website changes due to Covid response.
Year 1: Action Plan update. Due: 2022-06-22	The process to become a pump installer has been laid out on the website here under the headers “Application Forms & Process” and “Additional Information”.
FRPA Review Officer Comments (2022-06-30)	The information currently available on the Pump Installer Certificate website is sufficient to meet the requirements of the above cited Sections of the FRPA .

ACTION PLAN – AREA #2:	Response to FRPA Review Question #3 (Registration of International Applicants):
FRPA SECTIONS:	Sections 6, 7(a), (c), 9(a), 16(a), (b) and (g)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: - ensure that information regarding registration requirements and how requirements are to be met by applicants who received their qualifications outside of Canada is clear and easily accessible in the public domain through print and electronic media. - provide clear instructions on what documentation must accompany applications
REGULATOR ACTION PLAN:	- Update the application process to ensure instructions including accompanying documentation and all requirements for applicants outside of Canada are provided. - Update the website information with clear and readily accessible instructions and required documentation for applicants seeking reciprocity. The Department has contacted the Labour Mobility Coordinator for assistance and advice.
INTENDED COMPLETION DATE:	May 2022* *CNS advised of delays for website changes due to Covid response.

Year 1: Action Plan update. Due: 2022-06-22	The webpage here has been updated to include information about those who have obtained experience outside of Canada under the “Application Forms and Process” header- bullet 2. All applicants will be required to write the Nova Scotia specific exam. Experience in pump installing obtained in other jurisdictions will be accepted towards experience requirement.
FRPA Review Officer Comments (2022-06-30)	The information currently available on the Pump Installer Certificate website is sufficient to meet the requirements of the above cited Sections of the FRPA as they pertain to international applicants.

ACTION PLAN – AREA #3:	Response to FRPA Review Question #4 (Registration of Interprovincial Applicants):
FRPA SECTIONS:	Sections 3, 6, 7(a), (c), 9(a), 16(a), (b) and (g)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> - ensure that information about registration requirements and how requirements are to be met by applicants who received their qualification outside NS but within Canada is clear and easily accessible in the public domain through print and electronic media. - ensure that information about registration requirements and how requirements are to be met by applicants registered in another Canadian jurisdiction are based on certificate-to-certificate recognition and are clear and easily accessible on the public domain through print and electronic media. - provide clear instructions on what documentation must accompany applications
REGULATOR ACTION PLAN:	<ul style="list-style-type: none"> - Update the application process to ensure instructions including accompanying documentation and all requirements for applicants in another Canadian jurisdiction are provided. - Update the website information with clear and readily accessible instructions and required documentation for applicants seeking reciprocity. The Department has contacted the Labour Mobility Coordinator for assistance and advice.
INTENDED COMPLETION DATE:	<p>May 2022*</p> <p>*CNS advised of delays for website changes due to Covid response.</p>
Year 1: Action Plan update. Due: 2022-06-22	The webpage here has been updated to include information about those who have obtained experience outside of Nova Scotia but within Canada. All applicants will be required to write the Nova Scotia specific exam. Experience in pump installing obtained in other jurisdictions will be accepted towards experience requirement.
FRPA Review Officer Comments (2022-06-30)	The information currently available on the Pump Installer Certificate website is sufficient to meet the requirements of the above cited Sections of the FRPA as they pertain to interprovincial applicants.

ACTION PLAN – AREA #4:	Response to FRPA Review Question #6 (Allowance for Alternative Documentation):
FRPA SECTIONS:	Sections 9(b), 16(3)(c)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> - document 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
REGULATOR ACTION PLAN:	- Update and document guidelines that describe acceptable alternatives for documentation to accompany an application that cannot be obtained for reasons beyond the applicant’s control.
INTENDED COMPLETION DATE:	May 2022
Year 1: Action Plan update. Due: 2022-06-22	The webpage has been updated to include information for a situation where an applicant can not obtain documentation beyond their control.
FRPA Review Officer Comments (2022-06-30)	The information currently available on the Pump Installer Certificate website is sufficient to meet the requirements of the above cited Sections of the FRPA .

ACTION PLAN – AREA #5:	Response to FRPA Review Questions #8 and #9 (Accommodation Practices for Applicants with a Physical or Mental Disability):
FRPA SECTIONS:	Sections 16(3)(h)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: - document a description of the accommodation practices for applicants which includes: - how to request an accommodation - guidelines regarding types of accommodations - ensure that practices are adaptable if a new situation arises
REGULATOR ACTION PLAN:	- Develop and document a description for adaptive accommodation practices for applicants requesting physical or mental accommodations. - Information on accommodation practices will be clear and accessible on our website.
INTENDED COMPLETION DATE:	May 2022* *CNS advised of delays for website changes due to Covid response.
Year 1: Action Plan update. Due: 2022-06-22	An adaptive policy for applicants requesting physical or mental accommodations during exams was published. It can be found here . The groundwater certification program is in Appendix D.
FRPA Review Officer Comments (2022-06-30)	The information currently available on the Pump Installer Certificate website is sufficient to meet the requirements of the above cited Sections of the FRPA .

ACTION PLAN – AREA #6:	Response to FRPA Review Questions #10 and #11 (Assessment Criteria):
FRPA SECTIONS:	Sections 7(a), (d), 16(3)(b) and (i)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: - document all criteria that are used to assess whether requirements for certification have been met - ensure that information is clear and easily accessible in the public domain through print and electronic media.
REGULATOR ACTION PLAN:	- Develop and document all criteria to assess whether requirements have been met, including roles and steps by a third party. The process will be described in a clear, concise written document and will be easily accessible on our website. - Develop and document all criteria to assess whether requirements have been met and made available to applicants. The process will be clearly described and accessible on our website.
INTENDED COMPLETION DATE:	May 2022* *CNS advised of delays for website changes due to Covid response.
Year 1: Action Plan update. Due: 2022-06-22	The process and requirements to become a Pump Installer in Nova Scotia have been laid out on the website here .
FRPA Review Officer Comments (2022-06-30)	The information currently available on the Pump Installer Certificate website is sufficient to meet the requirements of the above cited Sections of the FRPA .

ACTION PLAN – AREA #7:	Response to FRPA Review Question #14 (Internal Review Process):
FRPA SECTIONS:	Sections 7(a), 10(1)(2)(4) and 16(3)(m)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: - document a clearly defined process for an internal review of the registration decision which includes: - procedures - timeframes - opportunities the applicant has to provide new information and to make submissions in support of their position (e.g. documented evidence, hearing, etc.)

	<ul style="list-style-type: none"> - ensure that information on the internal review process is clear and easily accessible in the public domain through print and electronic media - document the timeline and process by which an applicant who has been denied registration is informed about the procedures and time frames for the internal review.
REGULATOR ACTION PLAN:	<ul style="list-style-type: none"> - Ensure the current appeal process with the procedure, timelines and submission requirements is clearly defined, documented and accessible on our website. - The reasons for denying certification will be provided in writing and will include the availability of a review/appeal and a description of the above process. Communication will include a link to the Notice of Appeal Form.
INTENDED COMPLETION DATE:	<p>May 2022*</p> <p>*CNS advised of delays for website changes due to Covid response.</p>
Year 1: Action Plan update. Due: 2022-06-22	Information related to communication and appeals can be found on the page here near the bottom.
FRPA Review Officer Comments (2022-06-30)	The information currently available on the Pump Installer Certificate website is sufficient to meet the requirements of the above cited Sections of the FRPA .

SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:



Name (print): Sarah Borden

DATE: 2022-06-22

SIGNATURE OF THE FRPA REVIEW OFFICER:

2022-06-30

X 

Signed by: Frank Reinhardt