
Nova Scotia
Board of Registration of Embalmers and
Funeral Directors

Fair Registration Practices Act (FRPA)
Review Report
November 14, 2022

Province of Nova Scotia

EXECUTIVE SUMMARY

The Board of Registration of Embalmers and Funeral Directors (BREFD) 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 BREFD, 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 June 30, 2022, 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
- 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 BREFD’s responses to 10 review questions, as well as corroborating information on BREFD’s website (www.nsbrefd.com). Upon review of this information, no compliance issues were identified and therefore no Action Plan was required. The review questions, BREFD’s responses, and the assessment of those responses based on compliance criteria are detailed in this report.

As required under Subsections 16(8) of the Act, another review will be conducted on BREFD’s registration practices within 5 years of the date of this report.

The collaboration and cooperation of the *Board of Registration of Embalmers and Funeral Directors* throughout this review process is gratefully acknowledged.

Sincerely,



Frank Reinhardt
Review Officer, Fair Registration Practices Act (FRPA)

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1. INTRODUCTION

1.1. THE FAIR REGISTRATION PRACTICES ACT

[The Fair Registration Practices Act](#) (FRPA; the Act) applies to 49 [regulatory bodies](#) in Nova Scotia, covering over 62 occupations and 21 trades. A regulatory body (regulatory authority or regulator) sets the standards and regulates how people practice as members of an occupation or trade. Everyone who practices within a regulated occupation or trade 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 regulating 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

Name of Regulating Body:	Board of Registration of Embalmers and Funeral Directors
Review Questions Due:	2022-10-21
Date Submitted:	2022-10-21

The Nova Scotia Board of Registration of Embalmers and Funeral Directors is the regulatory body for licensed Embalmers and Funeral Directors in the Province of Nova Scotia under the [Embalmers and Funeral Director Act \(EFDA\)](#) and [Regulations](#).

Funeral Directors and Funeral Director apprentices (under the supervision of their licensed, approved mentor) coordinate and arrange all aspects of funeral services, while Embalmers and apprentice Embalmers (under the supervision of their licensed, approved mentor) prepare the remains of deceased persons for public visitation and burial. Funeral Director apprentices and Embalmer apprentices are mentored by a licensed, approved mentor, and work at a licensed funeral home to meet the requirements of apprenticeship to become

licensed as a Funeral Director or Embalmer. Funeral Directors and Embalmers are employed by funeral homes. The responsibility for the actual administration of the Act is undertaken by the Board of Registration of Embalmers and Funeral Directors. In addition, all licensed Funeral Directors and Embalmers, are governed by the Code of Professional Conduct. This administration includes matters relating to the licensing of Funeral Directors and Embalmers, apprentices thereof, coordinating funeral service education programs, and addressing any violations of the Act for Nova Scotia licensees.

Additionally, the Board has the authority to define what constitutes incompetence and misconduct of Embalmers and Funeral Directors. They have established procedures to deal with complaints from fellow practitioners, and the Board has an obligation to the public. The Board is also responsible to hear matters concerning complaints from consumers and take action. These complaints may be associated with the practices or conduct of licensed Funeral Directors, Embalmers or apprentices thereof. The Board's primary function is to administer the Act on behalf of the Minister of Service Nova Scotia. Further information can be found on the Board of Registration of Embalmers and Funeral Directors' website at www.nsbrefd.com, licensure and application information can be found at <http://nsbrefd.com/For-Funeral-Professionals.htm>, and the new online applicant portal can be found at <https://members.nsbrefd.dadavan.com/>.

2. QUANTITATIVE DATA - 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 Board of Registration of Embalmers and Funeral Directors*, covering the year 2021, in fulfillment of the quantitative reporting requirements under Section 15 of the FRPA:

Total Practicing Members*:	304
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* As of December 31, 2021

Applications				
	Decisions Rendered in 2021 ¹		In Progress at end of 2021 ¹	Received in 2021
	Successful	Unsuccessful ²		
New	30	0	0	30
Interprovincial ³	2	0	1	3
International	0	0	0	0

1. Regardless of when the applications were received.
2. Excludes Withdrawn Applications.
3. The two successful interprovincial applications were from Ontario. The province of origin of the in-progress interprovincial application was unreported.

Internal Reviews Conducted in 2021*:	0
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*Reviews of unsuccessful registration decisions conducted at the request of unsuccessful applicants.

3. FRPA REVIEW QUESTIONS, RESPONSES AND COMPLIANCE ASSESSMENTS

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. The *Nova Scotia Board of Registration of Embalmers and Funeral Directors* responses to the FRPA Review questions are detailed below, along with the review findings determined by the Review Officer in accordance with the Act.

3.1: INFORMATION AND REGISTRATION PROCEDURES

This section assesses how and what information is provided to applicants 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 an application for registration.

QUESTION 1 - REGISTRATION PROCESS, REQUIREMENTS AND COMMUNICATIONS

The following question is broken into three parts, one for each of the three application streams, as follows:

A: “New Applicants”

- Those who are only including Canadian credentials in their application to apply for registration (licensure) and are not currently registered (licenced) to practice anywhere in Canada.

B: “International Applicants”

- Those who are including international credentials in their application to apply for registration (licensure) and are not currently registered (licenced) to practice anywhere in Canada.

C: “Interprovincial Applicants”

- Those who are currently licenced to practice elsewhere in Canada (outside of Nova Scotia).

The response to Part A should be fully detailed, while the responses to Parts B and C only detail any differences from Part A.

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

QUESTION 1A (REGISTRATION OF “NEW APPLICANTS”)

Using the table below, explain, in detail, the registration process and requirements for “New Applicants” (see definition above) and how this information is communicated to these applicants. Please answer separately for each license type.

Instructions: Subsections A through F below are identical and are only provided to allow for the possibility that multiple license types are issued (practising). If there is only one license type, use only subsection ‘A’, if there are two license types, use subsections ‘A’ and ‘B’ etc.

RESPONDENT ANSWER	A. LICENSE TYPE	Funeral Director License
	QUALIFICATIONS (LIST ALL)	Successful completion of high school or equivalent, successful completion of a funeral director apprenticeship in the Province of Nova Scotia.
	DOCUMENTATION (LIST ALL)	Valid driver’s licence, criminal record check, completed application form, proof of high school completion or equivalent.
	REGISTRATION PROCESS AND HOW REQUIREMENTS ARE MET BY APPLICANT (STEP-BY-STEP)	Applicants can submit applications and supporting documentation for licensure online, or by email, or by mail. Once a completed application and licensing application fee have been submitted, the application will be reviewed, and a decision will be made with respect to the approval of the application and licensing. If approved, a license will be issued along. The online applicant portal can be found at https://members.nsbrefd.dadavan.com/ .
	COMMUNICATION OF INFORMATION (DESCRIBE & ADD ANY RELEVANT LINKS)	Information is communicated by telephone, email, or mail, depending on the applicant’s preference. Licenses and approval decisions are provided by mail. Information and forms are also available on our website at www.nsbrefd.com , http://nsbrefd.com/For-Funeral-Professionals.html .
	B. LICENSE TYPE	Embalmer License
	QUALIFICATIONS (LIST ALL)	Successful completion of high school or equivalent, successful completion of the Nova Scotia Community College Funeral and Allied Health Services two-year program, and successful completion of an embalming apprenticeship in the Province of Nova Scotia.
	DOCUMENTATION (LIST ALL)	Valid driver’s licence, criminal record check, completed application form, proof of high school completion or equivalent, confirmation of completion of NSCC Program.

REGISTRATION PROCESS AND HOW REQUIREMENTS ARE MET BY APPLICANT (STEP-BY-STEP)	<p>Applicants can submit applications and supporting documentation for licensure online, or by email, or by mail. Once a completed application and licensing application fee have been submitted, the application will be reviewed, and a decision will be made with respect to the approval of the application and licensing. If approved, a license will be issued along. The online applicant portal can be found at https://members.nsbrefd.dadavan.com/</p>
COMMUNICATION OF INFORMATION (DESCRIBE & ADD ANY RELEVANT LINKS)	<p>Information is communicated by telephone, email, or mail, depending on the applicant's preference. Licenses and approval decisions are provided by mail. Information and forms are also available on our website at www.nsbrefd.com, http://nsbrefd.com/For-Funeral-Professionals.html</p>
C. LICENSE TYPE	<p>Apprentice Funeral Director License</p>
QUALIFICATIONS (LIST ALL)	<p>Completion of high school or equivalent, must have employment (paid or unpaid) at a licensed funeral home in Nova Scotia, and must be apprenticing under a licensed funeral director in Nova Scotia, must have a valid driver's license.</p>
DOCUMENTATION (LIST ALL)	<p>Proof of high school diploma or equivalent, Mentor Agreement signed by both the applicant apprentice and the licensed mentor, completed apprentice license application form, criminal record check completed within the last 90 days, payment of the licensing fee, proof of valid driver's licence, verification of the applicant's previous licensure in another jurisdiction, if applicable.</p>
REGISTRATION PROCESS AND HOW REQUIREMENTS ARE MET BY APPLICANT (STEP-BY-STEP)	<p>Applicants can submit the application and supporting documentation for licensure in person at our office, online, or by email or mail. Once a completed application, all supporting documents, and the licensing application fee have been submitted, the application will be reviewed, and a decision will be made with respect to the approval of the application and licensing. If approved, a license will be issued along with a letter outlining the approval decision and governing legislation. If the application is denied, a letter will be issued to the applicant indicating the reasons for the denial and the next steps or further requirements to obtain licensure. The online applicant portal can be found at https://members.nsbrefd.dadavan.com/</p>
COMMUNICATION OF INFORMATION (DESCRIBE & ADD ANY RELEVANT LINKS)	<p>Information is communicated by telephone, email, or mail, depending on the applicant's preference, licensing is provided by mail. Information and forms are also available on our website at www.nsbrefd.com, http://nsbrefd.com/For-Funeral-Professionals.html, http://nsbrefd.com/Funeral-Service-Internships-and-Apprenticeships.html, http://nsbrefd.com/Apprentice_Funeral_Director_Information_1423182.html,</p>

	http://nsbrefd.com/2020-12-23_Apprentice_application_policy_and_guide.pdf , http://nsbrefd.com/Application_and_Forms_1423181.html
D. LICENSE TYPE	Apprentice Embalmer License
QUALIFICATIONS (LIST ALL)	Completion of high school or equivalent, have observed a minimum of five (5) cases in a licensed funeral home under a licensed embalmer and funeral director in the six (6) months immediately before being accepted at the Kingstec Campus of the Nova Scotia Community College; and confirmation of enrollment in the Nova Scotia Community College's Funeral and Allied Health Services Program, must have employment (paid or unpaid) at a licensed funeral home in Nova Scotia, and must be apprenticing under a licensed embalmer in Nova Scotia, must have a valid driver's license.
DOCUMENTATION (LIST ALL)	Proof of high school diploma or equivalent, Mentor Agreement signed by both the applicant apprentice and the licensed mentor, completed apprentice license application form, a criminal record check, completed within the last 90 days, payment of the licensing fee, proof of valid driver's licence, confirmation of enrollment in the Nova Scotia Community College's Funeral and Allied Health Services Program, verification of the applicant's previous licensure in another jurisdiction, if applicable.
REGISTRATION PROCESS AND HOW REQUIREMENTS ARE MET BY APPLICANT (STEP-BY-STEP)	Applicants can submit the application and supporting documentation for licensure in person at our office, online, or by email or mail. Once a completed application, all supporting documents, and the licensing application fee have been submitted, the application will be reviewed, and a decision will be made with respect to the approval of the application and licensing. If approved, a license will be issued along with a letter outlining the approval decision and governing legislation. If the application is denied, a letter will be issued to the applicant indicating the reasons for the denial and the next steps or further requirements to obtain licensure. The online applicant portal can be found at https://members.nsbrefd.dadavan.com/
COMMUNICATION OF INFORMATION (DESCRIBE & ADD ANY RELEVANT LINKS)	Information is communicated by telephone, email, or mail, depending on the applicant's preference, licensing is provided by mail. Information and forms are also available on our website at www.nsbrefd.com , http://nsbrefd.com/For-Funeral-Professionals.html , http://nsbrefd.com/Funeral-Service-Internships-and-Apprenticeships.html , http://nsbrefd.com/Apprenticeship_Embalmer_Information_1423183.html , http://nsbrefd.com/2020-12-23_Apprentice_application_policy_and_guide.pdf , http://nsbrefd.com/Application_and_Forms_1423181.html

QUESTION 1B (REGISTRATION OF INTERNATIONAL APPLICANTS)

Does the registration process and requirements for “international applicants” (see definition above) differ from that of “New Applicants” (as described above under Question 1A)?

If so, please describe these differences, including any allowances, exemptions and/or accommodations available to these applicants and how these differences are communicated to them.

RESPONDENT ANSWER

- Yes
- No

If yes, describe the differences (include any relevant web links, if any):
If you are licensed in the United States:

To have credentials assessed as a funeral director licensed in the United States, applicants must submit the following items to the Nova Scotia Board of Registration of Embalmers and Funeral Directors:

– Confirmation that you hold or have held an individual professional license issued by the State Licensing Board.

Details related to an individual professional license including:

- the state/jurisdiction issuing the license, or previously issued the license
- the date the license was first issued,
- the date the current license was issued,
- the date the license expires/expired,
- the license number,
- any conditions or restrictions, or suspensions on the license
- Proof that you have successfully completed a program accredited by the American Board of Funeral Services Education (ABFSE)
- Proof that you have successfully completed the National Board Examination (from the International Conference of Funeral Service Examining Boards)
- Proof of valid driver’s license
- Provide a Police Records Check dated within the last three months
- Submit an exam application and application fee to apply to write the required Mortuary Law Exam

Upon successfully passing the Nova Scotia Mortuary Law Exam with a minimum competency grade of 75% or higher:

- Submit an individual license application
- Pay the applicable fee

– Competence in the English language is an underlying requirement for the funeral profession. Application forms should be completed in the English language. During the interview process, the applicant will be expected to communicate their competence and respond to questions in English without the assistance of translators. All licensing application supporting documents must be provided along with a certified translated copy into the English language. It is the applicant's responsibility to arrange for the translation of supporting documentation and education qualifications.

Except for writing the Nova Scotia Mortuary Law Exam, all other requirements can be submitted to the Nova Scotia Board of Registration prior to arrival in Nova Scotia by email, mail, or through the online application portal.

For applicants licensed outside of Canada or the United State, consideration will be given to the applicant's training, professional designation, education, and experience on an individual basis. Competence in the English language is an underlying requirement of the application process. Application forms should be completed in English. During the application process, the applicant will be expected to communicate their competence and respond to questions in English without the assistance of translators. All licensing application supporting documents must be provided along with a certified translated copy into the English language. It is the applicant's responsibility to arrange for the translation of supporting documentation and education qualifications.

Applicants transferring from outside of Nova Scotia must have their jurisdictional licensing body complete a Letter of Good Standing, which is to be submitted directly from the licensing body to the Nova Scotia Board of Registration of Embalmers and Funeral Directors. If documentation requires verification, documents must be submitted to the Government of Canada's Authentication of Documents website.

https://www.international.gc.ca/gac-amc/about-a_propos/services/authentication-authentification/step-etape-1.aspx?lang=eng

Applicants can contact the Nova Scotia Board of Registration to discuss the specific circumstances.

QUESTION 1C (REGISTRATION OF INTERPROVINCIAL APPLICANTS)

Does the registration process and requirements for “interprovincial applicants” (see definition above) differ from that of “New Applicants” (as described above under Question 1A)?

For example, are the process and requirements somehow “streamlined” to comply with the [Canadian Free Trade Agreement](#) (Chapter Seven - Labour Mobility, pages 83-88), as required under Nova Scotia's [Canadian Free Trade Agreement Implementation Act](#)?

If so, please describe these differences, including any allowances, exemptions and/or accommodations available to these applicants and how these differences are communicated to them.

**RESPONDENT
ANSWER**

- Yes
- No

If yes, describe the differences (include any relevant web links, if any):

License transfer from another jurisdiction - Applicants currently licensed in another Canadian province

If you are a funeral professional licensed and in good standing in a Canadian province, outside of Nova Scotia, you may be eligible to apply for an individual professional license in Nova Scotia.

To have credentials assessed, please submit the following items to the Nova Scotia Board of Registration of Embalmers and Funeral Directors:

- Confirmation that you hold an individual professional license in good standing
- Provide a Police Records Check dated within the last 90 days
- Provide proof of valid driver's license
- Provide proof of high school completion or equivalent

Details related to the individual professional license need to include:

- The date the license was first issued,
 - the date the current license was issued,
 - the date the license expires,
 - the license number and
 - any conditions or restrictions, or suspensions on the license
- Submit an exam application to complete the written Mortuary Law Exam and pay the applicable fee.

Prior to an individual professional license being issued, the candidate must:

- Successfully pass the Nova Scotia Mortuary Law Exam with a minimum competency of 75% or higher.
- Submit a fully completed application form for embalmer and/or funeral director
- Submit licensing application fee

Applications and documents will not be reviewed or processed until all items have been received by the Board of Registration of Embalmers and Funeral Directors.

Applicants previously licensed in another province, not currently licensed

- Provide a Police Records Check dated within the last three months
- Complete the required examinations as outlined in the Statute of Limitations Policy
- Provide proof of valid driver's license

	<p>– Submit an individual license application</p> <p>As indicated in the Statute of Limitations Policy, a license lapsed for three (3) years or more, whether it be a funeral director or embalmer license will be required to complete a new written exam and complete a new clinical or practical exam, with a passing mark of 75% on both.</p>
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QUESTION 1 (Parts A, B AND C) REVIEW FINDINGS (To be completed by the FRPA Review Officer):

REVIEW FINDINGS	Compliance Criteria:	Compliant? (YES/NO)
(To be completed by the FRPA Review Officer)	Requirement that the regulating body:	
	• provides information about its registration practices in a clear and understandable form, including descriptions of any differences for applicants with international qualifications and for those who are licenced in other Canadian jurisdictions;	YES
	• explains the qualifications required for registration;	YES
	• identifies documentation of qualifications that must accompany an application;	YES
	• explains the registration process and how requirements for registration are to be met;	YES
	• explains how information is communicated; and	YES
	• provides information in a publicly accessible manner.	YES

Comments, to be completed by the FRPA Review Officer:
 Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSBREFD’s website (www.nsbrefd.com) on November 2, 2022.

QUESTION 2 (REGISTRATION PROCESS FEES)

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. Provide a link to any published information.

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

RESPONDENT ANSWER	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Describe and explain: All licensure and exam fees are dictated in Section 13 of the Embalmers and Funeral Directors Regulations, except for the Mortuary Law Exam fee, which has an associated fee of \$250.00 for those transferring from another jurisdiction. The Regulations state the following amounts are to be charged based on the licensing application type: Apprentice embalmer’s licence: \$100.00, apprentice funeral director’s licence: 100.00, Embalmer’s licence: \$200.00, Funeral director’s licence: \$200.00. The Regulations can be found at the following link: https://novascotia.ca/just/regulations/regs/efdregs.htm	
REVIEW FINDINGS	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)
	<ul style="list-style-type: none"> provides information setting out any fees for registration in a clear and understandable form; 	YES
	<ul style="list-style-type: none"> provides information about fees in a publicly accessible manner. 	YES
Comments, to be completed by the FRPA Review Officer: Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSBREFD’s website (www.nsbrefd.com) on November 2, 2022.		

QUESTION 3 (ALLOWANCE FOR ALTERNATIVE DOCUMENTATION)

Are there any situations, where the standard required documentation cannot be reasonably obtained by an applicant, that alternative documentation may be acceptable to the regulating body?

If yes, please detail what alternative documentation may be accepted in what situations and in place of what standard documentation. How is this information communicated to applicants? If available, please provide a link to where this information is published in the public domain.

Alignment with the FRPA: *Sections 7, 9 and 16(3)(c)*

RESPONDENT ANSWER	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain: If any applicant is unable to reasonably obtain the standard required documentation, alternatives may be accepted. For example, if an applicant is unable to obtain their high school diploma or a copy of high school transcripts, post-secondary transcripts, post-secondary diploma, or GED are examples of what would be
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	accepted in place of that standard document. If a licensee is unable to provide a copy of their current license in another jurisdiction or a copy of their diploma from the required accredited post-secondary institution, a letter or transcripts from the licensing body or education institution may be accepted. Our Acceptance of Alternative Documentation Policy can be found under our policies page at http://nsbrefd.com/Statue_of_Limitation_Policies_1423199.html or at http://nsbrefd.com/Accepting_alternative_information_policy_document_PDF.pdf	
REVIEW FINDINGS (To be completed by the FRPA Review Officer)	Compliance Criteria (only if there is an allowance for alternative documentation):	Compliant? (YES/NO)
	Requirement that the regulating body:	
	• provides clear and understandable information with respect to acceptable alternative documentation;	YES
	• advises applicants on what alternative information may be supplied when they cannot reasonably obtain the standard documentation; and	YES
	• provides information about acceptable alternative documentation in a publicly accessible manner.	YES
Comments, to be completed by the FRPA Review Officer: Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSBREFD's website (www.nsbrefd.com) on November 2, 2022.		

QUESTION 4 (SUPPORT PROVIDED TO APPLICANTS DURING THE REGISTRATION PROCESS)	
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(s) to information published in the public domain.	
Alignment with the FRPA: <i>Sections 7(e) and 16(3)(k)</i>	
RESPONDENT ANSWER	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe: The Board of Registration offers support by phone, email, and webinars related to the licensure process and requirements. The registration requirements are also detailed on page one of the hard copy application form and detailed on our website (http://nsbrefd.com/Careers_1423200.html) and in the applicant portal when preparing for submission (https://members.nsbrefd.dadavan.com/). The Board office provided detailed information and works with applicants to ensure the application process is clear and that the applicant is aware and supported in the successful completion of the application and supporting documentation. The Board office communicates with other licensing bodies in other jurisdictions to assist the applicant and the registration process. The policies relating to licensure and registration can be found on our website at http://nsbrefd.com/Statue_of_Limitation_Policies_1423199.html . Registration requirements and information is also specified within the Embalmers and Funeral Directors Regulations https://novascotia.ca/just/regulations/regs/efdregs.htm .

REVIEW FINDINGS (To be completed by the FRPA Review Officer)	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)
	<ul style="list-style-type: none"> provides support to the applicant during the registration process; 	YES
	<ul style="list-style-type: none"> describes the type of support provided to the applicant during the registration process; and 	YES
	<ul style="list-style-type: none"> provides information about the type of support provided to applicants during the registration process in a publicly accessible manner. 	YES
<p>Comments, to be completed by the FRPA Review Officer: Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSBREFD’s website (www.nsbrefd.com) on November 2, 2022.</p>		

QUESTION 5 (ACCOMMODATION POLICIES FOR APPLICANTS WITH A PHYSICAL OR MENTAL DISABILITY)	
<p>Do you have a description of existing accommodation policies for applicants with a physical or mental disability? If so, describe how an applicant would request an accommodation and how requests are considered. How do you make this process available to applicants in a transparent, objective, impartial and procedurally fair manner? Include a link(s) to information published in the public domain.</p> <p>Alignment with the FRPA: <i>Section 6, 16(3)(h)</i></p>	
RESPONDENT ANSWER	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, describe: The accommodations policy related to registration and licensure can be found at http://nsbrefd.com/12-23-2020_Policy_for_Accommodation_of_Applicants.pdf. Requests for accommodations are to be made to the Executive Manager (in writing) a minimum of sixty (60) days ahead of the date the accommodation is needed. A request for accommodation must include the nature of the disability, the type of accommodation being requested, and a description of what accommodations the applicant has received in the past. (ie – disability support letter/document from NSCC, Post-Secondary Accessibility, Provincial Department of Education, or similar documentation) Depending on the nature of the disability and the type of accommodation being requested, the Executive Manager may request that the applicant provide additional evidence to support their request. Such additional evidence may include, but is not limited to, supporting medical or education documentation, and/or documentation from a health practitioner or educational testing explaining the need for the accommodation being requested. Requests are considered and provided when requested by the applicant, and all efforts are made to provide such accommodations as requested to ensure an equitable application process, and accommodations are provided to applicants unless providing an accommodation would circumvent a bona fide occupational requirement or contravene the Acts or Regulations that govern the profession.</p>

REVIEW FINDINGS (To be completed by the FRPA Review Officer)	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)
	<ul style="list-style-type: none"> has a description of existing accommodation policies for applicants with a physical or mental disability; 	YES
	<ul style="list-style-type: none"> has a clear process for applicants to request an accommodation and understand how requests will be considered; and 	YES
	<ul style="list-style-type: none"> provides a description of accommodation policies in a publicly accessible manner. 	YES
<p>Comments, to be completed by the FRPA Review Officer: Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSBREFD’s website (www.nsbrefd.com) on November 2, 2022.</p>		

QUESTION 6 (ACCESS TO REGISTRATION RECORDS)		
<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(s) to any published information, if available.</p> <p>Alignment with the FRPA: <i>Sections 12(1) through (5) and 16(3)(j)</i></p>		
RESPONDENT ANSWER	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>If yes, describe: Upon request from an applicant, the applicant will be given copies of records related to the applicant’s application. Some documents or portions of documents may be withheld in accordance with Section 12 of the FRPA or the Freedom of Information and Protection of Privacy Act.</p>	
REVIEW FINDINGS (To be completed by the FRPA Review Officer)	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)
	<ul style="list-style-type: none"> has an established process by which an applicant can make a request in writing for access to their registration records; and 	YES
	<ul style="list-style-type: none"> describes how an applicant can make a request, any exclusions to information that can be provided and any fees that may apply. 	YES
<p>Comments, to be completed by the FRPA Review Officer:</p>		

Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above.

3.2: ASSESSMENT CRITERIA AND COMMUNICATION OF DECISION PROCESSES

This section assesses how the regulating body evaluates applications and how this process, including registration decisions, are communicated to applicants.

QUESTION 7 (ASSESSMENT CRITERIA)

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 a link(s) to information published in the public domain.

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), 16(3)(b) and (i)*

RESPONDENT ANSWER	<p>Explain the criteria used for assessment and how the information is communicated:</p> <p>The criteria used by the Nova Scotia Board of Registration of Embalmers and Funeral Directors are dictated by the Embalmers and Funeral Directors Act and Regulations (https://nslegislature.ca/sites/default/files/legc/statutes/embalmers%20and%20funeral%20directors.pdf, http://www.nsbrefd.com/License_Applications_and_Transfer_Information_from_Another_Jurisdiction_1565941.html). This information is communicated to licensees through the Board website (www.nsbrefd.com, http://www.nsbrefd.com/For-Funeral-Professionals.html), and provided to licenses via email.</p> <p>Applicants applying for an apprentice funeral director license must apply for licensure to the Board, with the required supporting documentation specified on the application, and detailed in Section 1A (C) of this document. Applicants who provide the required supporting documentation, possess a valid driver's license, have an acceptable criminal record check, and have provided confirmation through the supporting documentation that the applicant will work at a licensed funeral home, under a licensed mentor eligible to mentor apprentices, and provided the application and licensed funeral home and mentor do not contravene governing legislation, can be approved.</p> <p>Applicants applying for an apprentice embalmer license must apply for licensure to the Board, with the required supporting documentation specified on the application, and detailed in Section 1A (D) of this document. Applicants who provide the required supporting documentation, possess a valid driver's license, have completed the minimum of five (5) observation cases, be enrolled in the Nova Scotia Community College Program, have an acceptable criminal record check, and</p>
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have provided confirmation through the supporting documentation that the applicant will work at a licensed funeral home, under a licensed mentor eligible to mentor apprentices, and provided the application and licensed funeral home and mentor do not contravene governing legislation, can be approved.

Applicants applying for a funeral director license must complete a minimum apprenticeship period of twelve (12) months and during their term of apprenticeship, an apprentice funeral director must have participated in at least 25 of each of the following types of funeral procedures:

- (a) assisted arrangements;
- (b) arrangements;
- (c) funerals;
- (d) committals.

Upon successful completion of the required apprenticeship period and the required number of funeral procedures, apprentices can apply to write the funeral director written examination. Applicants must meet the minimum competency grade on the written exam of 75% or higher. Upon successfully meeting the minimum competency grade, the applicant can complete their practical funeral directing exam. The applicant must also have met the minimum competency on the practical funeral director examination of 75% or higher. Once the applicant has successfully completed these requirements, the applicant can apply for a funeral director license.

Applicants applying for an embalmer license must complete a minimum apprenticeship period of 22 months and have successfully completed the Funeral and Allied Health Services Program at Nova Scotia Community College. During their term of apprenticeship, an apprentice embalmer must have participated in at least 25 embalmer procedures. Applicants applying for their embalmer license, who are currently apprentices, must complete an embalmer written examination and have met the minimum competency of 75% or higher, followed by a clinical embalmer examination and meet the minimum competency of 75% or higher. Once the applicant has successfully completed these requirements, the applicant can apply for an embalmer license.

Written examinations are reviewed by the Examination Committee, consisting of licensed funeral directors and embalmers who have been appointed to the Examination Committee for the Board of Registration of Embalmers and Funeral Directors. Written examinations are provided to the Examination Committee for review, and to ensure fairness and impartiality, written examinations provide only an examination code created by the examination writer, and no names are included on examinations provided to the Examination Committee. Practical and clinical examinations are conducted by an approved examiner and a standardized rubric is used for both written and practical examinations. Competencies are provided to applicants via email, through the Board website (http://nsbrefd.com/Exam_Policies_and_Procedures_1423187.html, <http://nsbrefd.com/Funeral-Service-Internships-and-Apprenticeships.html>), and outlined in the Embalmers and Funeral Directors Regulations (<https://novascotia.ca/just/regulations/regs/efdregs.htm>).

Applicants applying for licensure as an embalmer and/or funeral director who are or were previously licensed in another jurisdiction must submit the required documentation as indicated in Section 1C of this document. Upon submission of the required supporting documentation and examination application form and applicable Mortuary Law Exam payment, the applicant can complete the written Mortuary Law Examination. The applicant must successfully achieve a minimum competency grade on the Mortuary Law Examination of 75% or higher. Mortuary Law Examination competencies can be found at http://www.nsbrefd.com/License_Applications_and_Transfer_Information_from_Another_Jurisdiction_1565941.html. Upon successfully completing the written

	<p>Mortuary Law Examination, applicants can apply for licensure in Nova Scotia using the online applicant portal, via email, or mail. Supporting documentation previously submitted for the license transfer meets the application supporting documentation requirements.</p> <p>Is a third party involved in the assessment process?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If yes, name the third-party(s) and describe their role:</p>	
REVIEW FINDINGS (To be completed by the FRPA Review Officer)	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)
	• describes all criteria used to assess whether the requirements for registration have been met;	YES
	• explains how information is communicated;	YES
	• provides information in a publicly accessible manner; and	YES
	• describes the role of third-party assessors (if applicable).	YES
<p>Comments, to be completed by the FRPA Review Officer: Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSBREFD’s website (www.nsbrefd.com) on November 2, 2022.</p>		

QUESTION 8 (COMMUNICATING REGISTRATION DECISIONS)	
<p>Explain how you communicate registration decisions to applicants who are: a) successful; and b) not granted registration. Include the approximate length of time required to issue a registration decision, who makes the decision, and what information is provided with each type of decision.</p> <p>Alignment with the FRPA: <i>Sections 8(b), (c), (d) and 10(1)</i></p>	
RESPONDENT ANSWER	<p>Explain the registration decision communication process:</p> <p>a) Successful applicants: Successful applicants are notified of by mail regardless of license type. Successful apprentice funeral director and/or embalmer applicants are provided with their letter of approval and wall license. Timelines related to exam outcomes are detailed on the Board website, and the letter of approval is issued within these time frames. Included and details within the approval letter are requirements of licensure and reporting periods, legislation information and</p>

	<p>requirements, next steps of licensure as the applicant proceeds toward their embalmer and/or funeral director license, reporting documentation, and the website address to review all policies, procedures, and legislation that governs the profession, as well as contact information for the Board and in the event the successful applicant has additional questions.</p> <p>b) Successful new applicants within Nova Scotia and new applicants who have applied for a license transfer from another jurisdiction are also notified of their approval by mail, and with a letter that provides information and requirements related to legislation, renewal application information and requirements, and information related to policies, guidelines, and legislation, and where this information can be located on the Board website. In addition, contact information for the Board and in the event the successful applicant has additional questions.</p> <p>c) The approval decisions are issued within 14 working days of receiving the completed application and required supporting documentation and applicable payment.</p> <p>d) Applicants not granted registration: Applicants who have not been granted registration are contacted via mail and/or email with a letter indicating the reason for the denial of their application, and under what section of the legislation or applicable policy they were denied. The letter also indicates what is required to reapply or what must be received for the application to be approved.</p> <p>e) Registration decisions are made by the Board office, in compliance with government legislation and requirements outlined in the Embalmer and Funeral Director Act and Regulations, and the applicable policies of the Board related to applications and licensure. Decisions are made by the Executive Manager, except in the event of a conflict, or when case-specific situations arise that warrant review by the Board of Registration of Embalmers and Funeral Directors, the application will be reviewed, and the decision will be determined by the Board of Registration of Embalmers and Funeral Directors. Applications, where registration is not granted, will be referred to the Board of Registration for a final decision. Once the final decision has been made, the decision is communicated to the applicant.</p>	
REVIEW FINDINGS (To be completed by the FRPA Review Officer)	Compliance Criteria (pursuant to Sections 8(b), (c), (d), 10(1) of the FRPA): Requirement that the regulating body:	Compliant? (YES/NO)
	<ul style="list-style-type: none"> • where registration is granted, provides written confirmation within a reasonable time to applicants; 	YES
	<ul style="list-style-type: none"> • where registration is not granted: 	
	<ul style="list-style-type: none"> ○ provides written decisions that include reasons to applicants within a reasonable time respecting registration decisions; 	YES
	<ul style="list-style-type: none"> ○ provides, where practical, information respecting measures or programs that may be available to assist unsuccessful applicants in obtaining registration at a later date; and ○ informs the applicant of the internal review process and of the procedures and time frames for the internal review. 	YES
Comments, to be completed by the FRPA Review Officer: Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from the information contained in the “ Appeal Review Procedures ” document found on NSBREFD’s website on November 3, 2022.		

3.3: INTERNAL REVIEW/APEAL PROCESS

Section 10 of the Act requires that regulating bodies provide unsuccessful applicants with a clear process to appeal a registration decision. Section 11 requires that those involved with reviewing registration decisions receive training on conducting such reviews. This section assesses compliance with these requirements.

QUESTION 9 (INTERNAL REVIEW PROCESS)

Do you have a documented internal review process for applicants who disagree with the registration decision?

If yes, describe the process including:

- time frames throughout the process; and
- opportunities available to the applicant to provide new information and make submissions with respect to their internal review; and
- how internal review decisions are communicated to applicants and what information is included with the decision; and
- a statement that no one who acted as a decision-maker in respect of a registration decision can act as a decision-maker in an internal review of that decision; and
- if available, provide a link to this information published in the public domain.

Alignment with the FRPA: *section 7(a) and 10, 16(3)(m) and (n)*

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.

RESPONDENT ANSWER
 Yes
 No

If yes, explain:

Applicants who wish to dispute the registration decision may request for the application to be reviewed by the Board of Registration of Embalmers and Funeral Directors or may contact Service Nova Scotia and Internal Services to dispute the decision. In the event, the decision is related to an unsuccessful examination, that has prevented the applicant from applying for registration, the applicant may request a review of their examination by a sub-committee or another examiner, not originally involved in the grading of the applicant's examination in question. The applicant can submit new information, additional supporting documentation, or clarify information previously submitted and resubmit at any point before or after the decision has been made, and once the review decision has been made, the applicant can provide supplemental information and/or documentation within 30 days of the decision being made. Decisions are communicated, in writing, by mail

	to the applicant notifying the applicant of the internal decision review outcome and the reasoning, rationale, and applicable legislation/policies that informed the decision. http://nsbrefd.com/Statue_of_Limitation_Policies_1423199.html	
	If no, explain why not:	
REVIEW FINDINGS (To be completed by the FRPA Review Officer)	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)
	• has a documented internal review process;	YES
	• describes time frames associated with the internal review process;	YES
	• describes opportunities the applicant has to provide new information and make submissions with respect to their internal review;	YES
	• describes how internal review decisions are communicated to applicants and what information is included with the decision;	YES
	• ensures that no one who acted as a decision-maker in respect of a registration decision can act as a decision-maker in an internal review; and	YES
	• provides information on the internal review process in a publicly accessible manner.	YES
Comments, to be completed by the FRPA Review Officer: Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from the information contained in the “ Appeal Review Procedures ” document found on NSBREFD’s website on November 3, 2022.		

QUESTION 10 (INTERNAL REVIEW TRAINING)	
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: <i>Sections 11 and 16(3)(p)</i>	
RESPONDENT ANSWER	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, please describe: Board members receive administrative law and bias training, as well as Board training is provided annually through a partner organization and attended by office chairs and staff. This training includes information on legislative roles, administrative law, conscious and unconscious biases, decision-making process training, etc. as related to decision-making and internal reviews by the Board or Board subcommittees. Training documentation on administrative tribunal processes are also provided and available to all Board members and committees at the Board office or by email and mail.

REVIEW FINDINGS (To be completed by the FRPA Review Officer)	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)
	<ul style="list-style-type: none"> ensures that internal review decision-makers have received training on conducting an internal review; and 	YES
	<ul style="list-style-type: none"> describes the training. 	YES
<p>Comments, to be completed by the FRPA Review Officer: Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above.</p>		

4. ACKNOWLEDGEMENTS:

The *Nova Scotia Board of Registration of Embalmers and Funeral Directors* hereby declares that the information contained in this report is a true and accurate representation of its current registration practices.

SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:

x 

Name (print): Kortney Adams

DATE: 2022-11-17