



ACTION PLAN - YEAR 1 PROGRESS UPDATE
LICENSED PROFESSIONAL PLANNERS ASSOCIATION OF NOVA SCOTIA

As per the following Action Plan Progress Report and FRPA Review Officer comments, of the 11 compliance areas originally identified in the November 2021 FRPA review report, 6 (Areas 1 to 6) have now been addressed and 5 (Areas 7-11) are in progress. Full compliance is expected to be demonstrated in the Year 2 progress report, due Nov. 18, 2023.

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	2021-11-03	2022-11-18			
Actual Completed Date	2021-10-20	2022-11-18			

ACTION PLAN:

ACTION PLAN – AREA #1:	Response to FRPA Review Question #1:
FRPA SECTIONS:	Sections 7(c), 9(a), 16(3)(a), (b), (e) 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"> - communicate all details regarding registration requirements and how requirements are to be met on a publicly accessible LPPANS site - post the blank application form on a publicly accessible LPPANS site
REGULATOR ACTION PLAN:	<p>LPPANS proposes to update its publicly facing website to:</p> <ul style="list-style-type: none"> - communicate all details regarding registration requirements and how requirements are to be met; and - post copies of the blank application forms.
INTENDED COMPLETION DATE:	May 1, 2022
Year 1: Action Plan update. Due: 2022-11-18	<p>The LPPANS website had to be completely rebuilt in early 2022. It now includes details of current registration requirements. https://lppans.ca/applicants/application-process/ The competency framework has been added to the website. We are currently working with our assessment service provider (the Professional Standards Board or PSB) to streamline the online application process, which in future will originate through the LPPANS website. As this work involves a third party, it is taking a bit longer to implement; however, it is anticipated this will be complete in Q1 2023. An application form for the provincial association is posted to the website, as is a copy of the PSB application form for assessment.</p> <p>An additional page has been added to the LPPANS website listing all the forms which may be required during the licencing process: https://lppans.ca/applicants/applicants-forms/</p> <p>All information on the LPPANS website is continually reviewed and revised as the Association continues its transition to the meet the requirements of the FRPA Audit.</p>
FRPA Review Officer Comments – Nov 21, 2022	Compliance with all of the above cited FRPA Sections could be verified from the information provided above and from information found on LPPANS’ website (https://lppans.ca/) on November 21, 2022.

ACTION PLAN – AREA #2:	Response to FRPA Review Question #2:
FRPA SECTIONS:	Sections 7 (c), 9(a), 16(3)(b), (e) 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> <p>For applicants who received their qualifications outside of Canada</p> <ul style="list-style-type: none"> - communicate detailed information in a publicly accessible LPPANS site regarding registration requirements and how requirements are to be met - post copies of blank application forms for registration on a publicly accessible LPPANS site.
REGULATOR ACTION PLAN:	<p>For applicants who received their qualifications outside of Canada, LPPANS proposes to update its publicly facing website to:</p> <ul style="list-style-type: none"> - communicate all details regarding registration requirements and how requirements are to be met; and - post copies of the blank application forms.

INTENDED COMPLETION DATE:	May 1, 2022
Year 1: Action Plan update. Due: 2022-11-18	The LPPANS website now includes information on how internationally trained planners can obtain certification in Canada through obtaining reciprocal or advanced standing. Plans are in place to separate this out as a separate web page for information for foreign trained applicants on the LPPANS website within the next 2 months.
FRPA Review Officer Comments – Nov 21, 2022	Compliance with all of the above cited FRPA Sections could be verified from the information provided above and from information found on LPPANS' website (https://lppans.ca/) on November 21, 2022.

ACTION PLAN – AREA #3:	Response to FRPA Review Question #3:
FRPA SECTIONS:	Sections 3, 6, 7 (c), 9(a), 16(3)(b), (e) and (g) Qu
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: For applicants who are registered in another jurisdiction in Canada <ul style="list-style-type: none"> - communicate information in a publicly accessible LPPANS site regarding registration requirements and how requirements are to be met - post a blank application form on a publicly accessible LPPANS site.
REGULATOR ACTION PLAN:	For applicants who are registered in another jurisdiction in Canada, LPPANS proposes to update its publicly facing website to: <ul style="list-style-type: none"> - communicate all details regarding registration requirements and how requirements are to be met; and - post copies of the blank application forms.
INTENDED COMPLETION DATE:	May 1, 2022
Year 1: Action Plan update. Due: 2022-11-18	The website now includes a page outlining the application process and registration requirements for planners registered with another jurisdiction within Canada. Information will be continually updated as we build our capacity to comply with other aspects of the review. An application form is available here: https://lppans.ca/wp-content/uploads/2022/11/lppans_application-secondary-affiliation_v1_2022-11-18.pdf
FRPA Review Officer Comments – Nov 21, 2022	Compliance with all of the above cited FRPA Sections could be verified from the information provided above and from information found on LPPANS' website (https://lppans.ca/) on November 21, 2022.

ACTION PLAN – AREA #4:	Response to FRPA Review Question #4:
FRPA SECTIONS:	Sections 7(f), 16(3)(d)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> - document detailed information about any fees for registration - communicate detailed information about fees on a publicly accessible LPPANS site.
REGULATOR ACTION PLAN:	LPPANS proposes to update its publicly facing website to: <ul style="list-style-type: none"> - document detailed information about any fees for registration; and - communicate detailed information about fees.
INTENDED COMPLETION DATE:	May 1, 2022
Year 1: Action Plan update. Due: 2022-11-18	The LPPANS website now includes a page detailing registration fees and ongoing membership fees. A link outlining categories of membership is also included. See: https://lppans.ca/licensees1/fees/
FRPA Review Officer Comments – Nov 21, 2022	Compliance with all of the above cited FRPA Sections could be verified from the information provided above and from information found on LPPANS' website (https://lppans.ca/) on November 21, 2022.

ACTION PLAN – AREA #5:	Response to FRPA Review Question #9:
FRPA SECTIONS:	Sections 7(d), 16(3)(i)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> - document detailed information on the criteria used by the LPPANS Board to assess whether requirements for registration have been met - communicate information about assessment on a publicly accessible LPPANS site

	- document the role of third-party assessors and make this publicly available.
REGULATOR ACTION PLAN:	LPPANS proposes the following remedies: <ul style="list-style-type: none"> - The LPPANS Board will develop and approve criteria to assess whether requirements for registration have been met; - LPPANS will document detailed information on the criteria used by the LPPANS Board to assess whether requirements for registration have been met on its publicly facing website; - LPPANS will communicate information about assessment on its publicly facing website; and - LPPANS will document the role of third-party assessors and make this information available on its publicly facing website.
INTENDED COMPLETION DATE:	May 1, 2022
Year 1: Action Plan update. Due: 2022-11-18	The competency tree (national competency standard) which was approved by LPPANS in 2011 is used to document the competencies needed for the profession. This is on the LPPANS website. Note: LPPANS is currently participating in a national process to review and update the national competency standard, which will, when complete, be formally adopted by LPPANS. See: https://lppans.ca/applicants/professional-competencies/ On the Application Process page on the LPPANS website, the role of third-party assessor (PSB) is defined. LPPANS continues to work with the Professional Standards Board to streamline the application and assessment processes, so that it initiates with LPPANS, and the process is documented on the website. As this work is with a third party, changes are still being implemented so that the online application form will in Q1 2023 be on the LPPANS website, not the PSB website.
FRPA Review Officer Comments – Nov 21, 2022	Compliance with all of the above cited FRPA Sections could be verified from the information provided above and from information found on LPPANS’ website (https://lppans.ca/) on November 21, 2022.

ACTION PLAN – AREA #6:	Response to FRPA Review Question #10:
FRPA SECTIONS:	Sections 8(b), (c) and (d)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> - document the process used to communicate LPPANS registration decisions that includes the following: <ul style="list-style-type: none"> o timeframe for decision-making o all decisions are provided in writing o reasons why an applicant may not be granted registration
REGULATOR ACTION PLAN:	LPPANS proposes to document, on its publicly facing website, the process used to communicate LPPANS registration decisions that includes the following: <ul style="list-style-type: none"> - timeframe for decision-making; - all decisions will be provided in writing; and - reasons why an applicant may not be granted registration.
INTENDED COMPLETION DATE:	May 1, 2022
Year 1: Action Plan update. Due: 2022-11-18	Timeline information, that all decisions will be communicated in writing, and the reasons why an application may not be granted has been added to the LPPANS website in the Application Process section. https://lppans.ca/applicants/application-process/
FRPA Review Officer Comments – Nov 21, 2022	Compliance with all of the above cited FRPA Sections could be verified from the information provided above and from information found on LPPANS’ website (https://lppans.ca/) on November 21, 2022.

ACTION PLAN – AREA #7:	Response to FRPA Review Question #11:
FRPA SECTIONS:	Sections 7(a), 10(1)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> - Ensure that a process is in place for an internal review of the LPPANS registration decision - Communicate information about the internal review process on a publicly accessible LPPANS site - Document how and when applicants who have not been granted registration are informed about the internal review process - Document how an applicant who has not been granted registration can initiate an internal review of the registration decision
REGULATOR ACTION PLAN:	LPPANS proposes the following remedies in its Action Plan: <ul style="list-style-type: none"> - Develop and put in place a process for an internal review of any LPPANS registration decision;

	<ul style="list-style-type: none"> - Communicate information about the internal review process on the LPPANS publicly facing website; - Document how and when applicants who have not been granted registration are informed about the internal review process; and - Document how an applicant who has not been granted registration can initiate an internal review of the registration decision
INTENDED COMPLETION DATE:	November 1, 2022
Year 1: Action Plan update. Due: 2022-11-18	In progress. Best practice and examples of processes from other similar organizations are being reviewed. Work, as noted above, to change processes with our third party assessor is underway. The anticipated completion date is Q1 2023.
FRPA Review Officer Comments – Nov 21, 2022	As noted by the regulating body, this area is a work in progress. Therefore, a Year 2 progress report is required by November 18, 2023. Compliance is expected to be achieved by that time.

ACTION PLAN – AREA #8:	Response to FRPA Review Question #12:
FRPA SECTIONS:	Sections 10(1), (2), (4) and 16(3)(m)
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 a detailed LPPANS internal review policy/process that includes the following: <ul style="list-style-type: none"> o procedures - how the internal review process works o opportunities the applicant has to provide new information and to make submissions in support of their internal review (documented evidence, hearing, etc.) o timeframes associated with the process
REGULATOR ACTION PLAN:	<p>LPPANS proposes, as part of its Action Plan, to document a detailed internal review policy/process that includes the following:</p> <ul style="list-style-type: none"> - procedures – how the internal review process works; - opportunities the applicant has to provide new information and to make submissions in support of their internal review (documented evidence, hearing, etc.); and - timeframes associated with the process.
INTENDED COMPLETION DATE:	November 1, 2022
Year 1: Action Plan update. Due: 2022-11-18	In progress. Best practice and examples of processes from other similar organizations are being reviewed. Work, as noted above, to change processes with our third party assessor is underway. The anticipated completion date is Q1 2023.
FRPA Review Officer Comments – Nov 21, 2022	As noted by the regulating body, this area is a work in progress. Therefore, a Year 2 progress report is required by November 18, 2023. Compliance is expected to be achieved by that time.

ACTION PLAN – AREA #9:	Response to FRPA Review Question #13:
FRPA SECTIONS:	Sections 10(5) and 16(3)(n)
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 the LPPANS internal review decision-makers are different from the original decision-makers - 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 - 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
REGULATOR ACTION PLAN:	<p>LPPANS proposes, as part of its Action Plan, the following remedies:</p> <ul style="list-style-type: none"> - Ensure that the LPPANS internal review decision-makers are different from the original decision-makers; - 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; - 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
INTENDED COMPLETION DATE:	November 1, 2022
Year 1: Action Plan update. Due: 2022-11-18	In progress. Best practice and examples of processes from other similar organizations are being reviewed. Work, as noted above, to change processes with our third-party assessor is underway. The anticipated completion date is Q1 2023.
FRPA Review Officer Comments – Nov 21, 2022	As noted by the regulating body, this area is a work in progress. Therefore, a Year 2 progress report is required by November 18, 2023. Compliance is expected to be achieved by that time.

ACTION PLAN – AREA #10:	Response to FRPA Review Question #14:
FRPA SECTIONS:	Sections 11, 16(3)(p)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> - ensure that individuals acting as decision-makers in LPPANS internal reviews receive training on conducting an internal review. - develop a plan and document training provided to individuals who make internal review decisions
REGULATOR ACTION PLAN:	LPPANS proposes, as part of its Action Plan, the following remedies: <ul style="list-style-type: none"> - ensure that individuals acting as decision-makers in LPPANS internal reviews receive training on conducting an internal review; and - develop a plan and document training provided to individuals who make internal review decisions.
INTENDED COMPLETION DATE:	November 1, 2023
Year 1: Action Plan update. Due: 2022-11-18	In progress. Best practice and examples of processes from other similar organizations are being reviewed.
FRPA Review Officer Comments – Nov 21, 2022	As noted by the regulating body, this area is a work in progress. Therefore, a Year 2 progress report is required by November 18, 2023. Compliance is expected to be achieved by that time.

ACTION PLAN – AREA #11:	Response to FRPA Review Question #15:
FRPA SECTIONS:	Sections 10(3)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> - document the process used by LPPANS internal review decision makers to communicate internal review decisions that includes the following: <ul style="list-style-type: none"> o timeframe for decision-making o all decisions are provided in writing o reasons for the internal review decision.
REGULATOR ACTION PLAN:	LPPANS proposes, as part of its Action Plan, to document the process used by LPPANS internal decision makers to communicate internal review decisions that includes the following: <ul style="list-style-type: none"> - timeframe for decision-making; - all decisions are provided in writing; - reasons for the internal review decision.
INTENDED COMPLETION DATE:	November 1, 2022
Year 1: Action Plan update. Due: 2022-11-18	Best practice and examples of processes from other similar organizations are being reviewed. Work, as noted above, to change processes with our third-party assessor is underway. The anticipated completion date is Q1 2023,
FRPA Review Officer Comments – Nov 21, 2022	As noted by the regulating body, this area is a work in progress. Therefore, a Year 2 progress report is required by November 18, 2023. Compliance is expected to be achieved by that time.

SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:

X 

Name (print): Greg Zwicker

DATE: Click or tap to enter a date.

Nov 23, 2022