

NOVA SCOTIA REGISTERED MUSIC TEACHER'S ASSOCIATION

ACTION PLAN - YEAR 1 PROGRESS UPDATE

As per the following Action Plan Progress Report and FRPA Review Officer comments, of the 12 compliance areas originally identified in the March 1, 2022 FRPA review report, 11 have now been addressed with the remaining area (Area 11 – Internal Review Training) still in progress. Full compliance is expected to be demonstrated in the Year 2 progress report, due January 20, 2024.

ACTION PLAN TIMELINES:

TIMELINES FOR ACTION PLAN PROGRESS UPDATES					
	Action Plan Deadline	Action Plan Progress Update 1	Action Plan Progress Update 2		
Due Date	2020-11-17	2023-01-20	2024-01-20		
Actual Completed Date	2022-01-20	2023-01-19			

ACTION PLAN:

ACTION PLAN – AREA 1:	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> <ul style="list-style-type: none"> - document detailed information on the registration process and how requirements for registration are to be met by applicants who received their qualifications outside of Canada - document detailed instructions on what documentation must accompany an application, including any translation requirements - communicate detailed information regarding registration requirements and how requirements are to be met on a publicly accessible website
REGULATOR ACTION PLAN:	<p>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.</p> <p>Date for Completion: September 2022.</p>
Year 1: Action Plan update. Due: 2023-01-20	<p>NSRMTA will receive documentation and credentials from Music Institutions outside of Canada as we do Canadian credentials. Unique circumstances will be assessed individually (if needed) by NSRMTA's Internal Review Committee. This information has been placed on our website under our Registration Guidelines clearly accessible to the public in company with the appropriate application forms.</p>
FRPA Review Officer Comments (2023-01-20)	<p>Compliance with the above cited FRPA Sections, as they pertain to international applicants, was determined from the information provided above and from information found on NSRMTA's website (www.nsrmta.ca).</p>

ACTION PLAN – AREA 2:	Response to FRPA Review Question #3
FRPA SECTIONS:	Sections 3, 6, 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> <ul style="list-style-type: none"> - document detailed information about a streamlined registration process and how requirements for registration are to be met by applicants who are registered in another jurisdiction in Canada - document detailed instructions on what documentation must accompany an application - communicate information regarding registration requirements and how requirements are to be met on a publicly accessible website - post a blank application form on a publicly accessible website
REGULATOR ACTION PLAN:	<p>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.</p> <p>Date for Completion: September 2022.</p>
Year 1: Action Plan update. Due: 2023-01-20	<p>Applicants from another Canadian Province or Territory have a clear and simple means of applying to NSRMTA. Under the 'Join Us' tab on the website, the 'Registration Process' directs potential transfer members to contact our Registrar to initiate the process. (*Note: As all Provinces and Territories have Registered Music Teacher organizations, the ability to transfer membership is known to RMT members nationally)</p>
FRPA Review Officer Comments (2023-01-20)	<p>Compliance with the above cited FRPA Sections, as they pertain to interprovincial applicants, was determined from the information provided above and from information found on NSRMTA's website (www.nsrmta.ca).</p>

ACTION PLAN – AREA 3:	Response to FRPA Review Question #5
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"> - advise applicants on alternative documentation they may provide when required documentation cannot be obtained for reasons beyond their control - document guidelines that describe alternatives that would be acceptable - document guidelines for applicants about information required to consider a request to accept alternative documentation
REGULATOR ACTION PLAN:	<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>Date for Completion: September 2022.</p>
Year 1: Action Plan update. Due: 2023-01-20	The issue of documentation and alternate references is addressed on the NSRMTA website under the tab 'Join Us' and 'Registration Process'.
FRPA Review Officer Comments (2023-01-20)	Compliance with the above cited FRPA Sections was determined from the information provided above and from information found on NSRMTA's website (www.nsrmta.ca).

ACTION PLAN – AREA 4:	Response to FRPA Review Question #7
FRPA SECTIONS:	Sections 16(3)(h)
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 policy/process to describe existing accommodation practices for applicants with physical or mental disabilities which includes: <ul style="list-style-type: none"> ○ how to request an accommodation ○ the types of accommodation that could be made during the registration process
REGULATOR ACTION PLAN:	<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>Date for Completion: September 2022.</p>
Year 1: Action Plan update. Due: 2023-01-20	The NSRMTA website has been updated to reflect our commitment stated above. Any potential applicants having trouble navigating the Registration process are directed to our Registrar and may be assured of receiving support.
FRPA Review Officer Comments (2023-01-20)	Compliance with the above cited FRPA Section was determined from the information provided above and from information found on NSRMTA's website (www.nsrmta.ca).

ACTION PLAN – AREA 5:	Response to FRPA Review Question #8
FRPA SECTIONS:	Sections 12 (1) through (5) and 16(3)(j)
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 process under which requests for access to records will be considered, including: <ul style="list-style-type: none"> - the process by which an applicant may make a request - any limitations with regards to access - any fees associated with the request
REGULATOR ACTION PLAN:	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. Date for Completion: September 2022.
Year 1: Action Plan update. Due: 2023-01-20	The NSRMTA website has been updated to include information for those wishing to access their registration records. The information includes a Two-Year limitation for requests as well as the fee we charge for this service.
FRPA Review Officer Comments (2023-01-20)	Compliance with the above cited FRPA Sections was determined from the information provided above and from information found on NSRMTA's website (www.nsrmta.ca).

ACTION PLAN – AREA 6:	Response to FRPA Review Question #9
FRPA SECTIONS:	Sections 7(d), 16(3)(i)
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 detailed information on the criteria used to assess whether requirements for registration have been met - communicate information about assessment on a publicly accessible website
REGULATOR ACTION PLAN:	<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. ‘Recognized by Council’ is subjective wording which will be removed from the website. 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. Date for Completion: September 2022.</p>
Year 1: Action Plan update. Due: 2023-01-20	<p>The NSRMTA website now states that Active Membership is open to those who have met the requirements of a School of Music, Conservatory, or University for teaching/performance of music. NSRMTA accepts the granting institution's certification. Recognition by Council (a subjective requirement) is no longer required, and all such wording has been removed from the website.</p>
FRPA Review Officer Comments (2023-01-20)	<p>Compliance with the above cited FRPA Sections was determined from the information provided above and from information found on NSRMTA’s website (www.nsrmta.ca).</p>

ACTION PLAN – AREA 7:	Response to FRPA Review Question #10
FRPA SECTIONS:	Sections 8(b), (c) and (d)
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 the process used to communicate 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 - document information on programs/services available to support the future success.
REGULATOR ACTION PLAN:	<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>Date for Completion: September 2022.</p>
Year 1: Action Plan update. Due: 2023-01-20	The protocol for an unsuccessful applicant (who wishes to contest an NSRMTA decision) has been clearly laid out on the NSRMTA website under 'Join Us' and then 'Registration Process'.
FRPA Review Officer Comments (2023-01-20)	Compliance with the above cited FRPA Sections was determined from the information provided above and from information found on NSRMTA's website (www.nsrmta.ca).

ACTION PLAN – AREA 8:	Response to FRPA Review Question #11
FRPA SECTIONS:	Sections 7(a), 10(1)
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 a process is in place for an internal review of the registration decision - Communicate information about the internal review process on a publicly accessible website - 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:	<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> <p>Date for Completion: September 2022.</p>
Year 1: Action Plan update. Due: 2023-01-20	<p>NSRMTA has set a process in place for unsuccessful applicants who wish to contest a denied application. The website now clearly states that an Internal Review process is available, the timeline it will take and how communication will be carried out between the applicant and Review Body.</p>
FRPA Review Officer Comments (2023-01-20)	<p>Compliance with the above cited FRPA Sections was determined from the information provided above and from information found on NSRMTA's website (www.nsrmta.ca).</p>

ACTION PLAN – AREA 9:	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 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>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.</p> <p>Date for Completion: September 2022.</p>
Year 1: Action Plan update. Due: 2023-01-20	<p>As stated above, the NSRMTA website states how a denied applicant may provide additional information to support their case as well as timelines for the Review process to be completed.</p> <p>*Note: All new applicants, when initially interacting with the NSRMTA Registrar, are already advised on helpful additions which may be needed in order to support their applications thus removing potential Application hurdles.</p>
FRPA Review Officer Comments (2023-01-20)	<p>Compliance with the above cited FRPA Sections was determined from the information provided above and from information found on NSRMTA's website (www.nsrmta.ca).</p>

ACTION PLAN – AREA 10:	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 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>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>Date for Completion: September 2022.</p>
Year 1: Action Plan update. Due: 2023-01-20	<p>The website now states that NSRMTA has an Independent Review Body which is separate from the initial Registration Process. It states clearly that our Registrar is not involved in the Independent Review Body.</p>
FRPA Review Officer Comments (2023-01-20)	<p>Compliance with the above cited FRPA Sections was determined from the information provided above and from information found on NSRMTA's website (www.nsrmta.ca).</p>

ACTION PLAN – AREA 11:	Response to FRPA Review Question #14
FRPA SECTIONS:	Sections 11, 16(3)(p)
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 individuals acting as decision-makers in 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:	<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> <p>Date for Completion: September 2022.</p>
Year 1: Action Plan update. Due: 2023-01-20	The actual training of our internal review Body has not yet taken place. A meeting has been set for the end of January 2023 which will get this underway. We will use the resources recommended by FRPA.
FRPA Review Officer Comments (2023-01-20)	As noted by the regulating body, this area is a work in progress. Therefore, a Year 2 progress report will be required by Jan. 20, 2024 . Compliance is expected to be demonstrated by that time.

ACTION PLAN – AREA 12:	Response to FRPA Review Question #15
FRPA SECTIONS:	Sections 10(3)
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 the process used by 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:	<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>Date for Completion: September 2022.</p>
Year 1: Action Plan update. Due: 2023-01-20	The NSRMTA website now clearly communicates all three points above: a time frame in which the applicant may expect a decision, and a reason for the decision in writing.
FRPA Review Officer Comments (2023-01-20)	Compliance with the above cited FRPA Sections was determined from the information provided above and from information found on NSRMTA's website (www.nsrmta.ca).

SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:

x Karen Turpin

Name (print): Karen Turpin

DATE: Click or tap to enter a date.

January 23rd, 2023