

**NOVA SCOTIA COLLEGE OF DISPENSING OPTICIANS  
ACTION PLAN - YEAR 3 PROGRESS UPDATE**

As per the following Action Plan Progress Report:

All areas of non-compliance, as originally identified in NSCDO's [September 2021 FRPA review report](#), have now been brought into compliance.

**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	
<b>Due Date</b>	2021-09-15	2022-09-30	2024-09-30	2024-09-30	
<b>Actual Completed Date</b>	2021-09-15	2022-11-25	2023-09-19		

**ACTION PLAN:**

<b>ACTION PLAN – AREA #1:</b>	<b>Response to FRPA Review Question #1:</b>
<b>FRPA SECTIONS:</b>	<b>Sections 7(c), 9(a), 16(3)(a), (b) and (g)</b>
<b>AREAS OF NON-COMPLIANCE TO BE ADDRESSED:</b>	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- Address the deficiency in transparency by providing all details in a publicly accessible manner regarding registration requirements and how requirements are to be met</li> <li>- create a registration section on the NSCDO website to provide information on registration practices in a clear and understandable form, inclusive of qualifications, documentation requirements and application process</li> <li>- ensure that the blank application forms are accessible from the registration section of the website.</li> </ul>
<b>REGULATOR ACTION PLAN:</b>	<p>Create a Registration Section of the NSCDO Website called “Applicants”. Content to include:</p> <ul style="list-style-type: none"> <li>- Overview: General information on what an Optician does:               <ol style="list-style-type: none"> <li>i) Include information on both Dispensing Optician License and Contact Lens Fitter License</li> <li>ii) List of Registration Fees</li> </ol> </li> <li>- Information for the following 3 applicant types               <ol style="list-style-type: none"> <li>1) Internationally Registered Applicant</li> <li>2) Accredited Education Applicant</li> <li>3) Unaccredited Education Applicant</li> </ol> </li> <li>- Under each of the sections address how to apply as a student including:               <ol style="list-style-type: none"> <li>i) Include a section on applying as Accredited or Unaccredited applicant explaining the difference between the two</li> <li>ii) Include list of Accredited institutions</li> <li>iii) Include a section on Transfer Applications</li> <li>iv) Letter of Enrollment from the educational institution</li> <li>v) Letters of Standing, if necessary, from education institution</li> <li>vi) Application Form both printable and smart form</li> <li>vii) Proof of Sponsorship and Employment</li> <li>viii) Requirements to become an optician both provincial and national</li> <li>ix) Include section on Examinations</li> <li>x) Include a section on how to register as an Optician once exams are passed</li> <li>xi) Section with instruction regarding how to appeal a decision</li> </ol> </li> </ul>
<b>INTENDED COMPLETION DATE:</b>	Complete by October 11, 2021
<b>Year 1: Action Plan update.</b>	<b>In progress estimated completion date by December 31, 2022</b>

<b>Due: 2024-09-30</b>	
<b>FRPA Review Officer Comments</b>	As noted by the regulating body, this area is a work in progress. Therefore, a Year 2 progress report is required by September 30, 2023. Compliance is expected to be achieved by that time.
<b>Year 2: Action Plan update. Due: 2024-09-30</b>	<b>Completed September 7, 2023</b>
<b>FRPA Review Officer Comments (2023-09-09)</b>	<p>Compliance with the above cited FRPA Sections could not be determined based on the information provided above or via NSCDO's website (<a href="https://nscdo.ca/">https://nscdo.ca/</a>) on September 9, 2023. In particular, for a non-student "New" applicant (Canadian credentials and not currently registered in another Canadian Jurisdiction), it is not clear where to send what documents/information to apply for registration. This information must be clear and publicly available. Specific issues include (as observed on Sept 9, 2023):</p> <ol style="list-style-type: none"> <li>1) On this page of NSCDO's website: <a href="https://nscdo.ca/page-1075369">https://nscdo.ca/page-1075369</a> ...the following statement, with hyperlink, appears: <b>"Remember to register first with the provincial optician regulator of your choice to ensure you are meeting all of their professional requirements. <a href="#">Click here to register with NSCDO.</a>"</b> ...but when the link is clicked, it only includes information for student registration (and has no information for non-students).</li> <li>2) On this page of NSCDO's website: <a href="https://nscdo.ca/page-1075398">https://nscdo.ca/page-1075398</a> ...the following statement appears: <b>"Once you have passed the NACRO exam you will receive notification from NSCDO which will outline the next steps required to be licensed"</b> ...however these steps are not otherwise detailed. The page includes a link to an application form but does not say where to send it or what, if anything, should be included with the application form.</li> </ol> <p>Therefore, a Year 3 progress report will be required by <b>September 30, 2024</b>. Compliance is expected to be demonstrated by that time.</p>
<b>Year 3: Action Plan update. Due: 2024-09-30</b>	Updates to NSCDO's website were made based on the above FRPA review comments.
<b>FRPA Review Officer Comments</b>	Compliance with the above cited FRPA Sections was determined from the information found on NSCDO's website ( <a href="https://nscdo.ca/">https://nscdo.ca/</a> ) on September 29, 2023.

SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:

2023-10-12

X Cavell Ferguson

Signed by: 3a5a70a1-9eb3-481a-b1f2-6d6da4f2f51f

Name (print): \_\_\_\_\_

DATE: 2023-10-12