

**NS TECHNICAL SAFETY DIVISION: CRANE OPERATORS
DEPARTMENT OF LABOUR SKILLS AND IMMIGRATION**

ACTION PLAN -YEAR 3 PROGRESS UPDATE

As per the following Year 3 Progress Report, of the 12 compliance areas originally identified in the [February 2021 FRPA review report](#), 9 remain in progress.
Full compliance is expected to be demonstrated in the next progress report, due **January 10, 2025**.

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	2021-01-22	2022-02-01	2023-02-01	2024-02-01	2025-01-10
Actual Completed Date	2021-01-22	2022-02-23	2023-02-14	2024-02-05	

ACTION PLAN:

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES		
Sections 6, 7(a), (c), 9(a), 16(3)(a), (b) and (g)				
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion
Action required	1 & 2	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> - provide clear instructions on what documentation must accompany applications - ensure that information regarding registration requirements and how requirements are to be met is clear and easily accessible in the public domain through print and electronic media. 	<p>The Technical Safety Division (the 'Division') will review and update the current qualifications, processes, and required documents for an applicant to obtain a Certificate of Competency (certificate) and/or a Crane Operator license (license) as required by the Technical Safety Act (the 'Act') and Crane Operators Regulations (the 'Regulations').</p> <p>An application form with clear instructions for obtaining a certificate and/or license and a complete list of all requirements and documents an applicant must submit for each certificate and license type (1,2,3,4, tower crane, and overhead traveling crane) will be explained clearly and in plain language in the public domain for an applicant or other interested party on the Labour and Advanced Education (LAE) Technical Safety website, downloadable PDF, and printed hard copy, and in any other manner that ensures transparency, objectivity, impartiality, and procedural fairness as required by the Fair Registration and Practices Act (FRPA).</p> <p>The current Technical Safety crane section contact information will also be made available in the public domain so that applicants and other interested parties can contact the office for assistance. An informational update will be sent to Technical Safety crane operator stakeholders to inform them of the updates.</p> <p>As part of the LAE Trade Regulation Framework, the responsibility for issuing the certificate of qualification is to be transferred from Technical Safety to the Nova Scotia Apprenticeship Agency. Stakeholders will be kept proactively informed and updated of this new alignment and its progress. Crane operator licensing responsibilities will be retained by Technical Safety.</p>	By June 1, 2021



		Informational and other updates by the Technical Safety Division will be shared and coordinated with government partners including Service NS and NSAA to ensure that all information in the public domain is clear, accurate, and consistent.	
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Regulator Action Plan updates for above noted Areas of non-compliance ("Questions 1 & 2")		FRPA Review Officer Comments
Update 1 (Due: Feb 1, 2022)	<p>Technical Safety has drafted a Guide to Competency (the 'Guide') for applicants seeking a certificate of competency (certificate) and/or a crane operator license (license) for any of the classes of cranes regulated by the <i>Technical Safety Act</i> (the 'Act') and Crane Operators Regulations (the 'Regulations'). The digital Guide* provides clear instructions to an applicant on the documentation that must accompany a complete application, registration requirements including proof of education, training and documented experience, an outline of the application process, and timelines. The Guide clearly identifies Divisional contacts and resources, education, training and experience requirements, decisions timelines including those for an internal review and/or appeal of a decision.</p> <p>The Division is working with Communications Nova Scotia to finalize and post all required public information, Guide, and forms on the existing Technical Safety Regulated Crane Operator webpage. It is expected this information will be in the public digital domain by end of February 2022.</p> <p>The application requirements, equivalencies, processes, and timelines will be available on the website for Nova Scotia applicants, Canadian applicants residing outside NS, and international applicants.</p> <p>*Due to COVID-19 restrictions, focus is currently on digital information. Print materials will be generated for distribution when appropriate.</p>	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 2 (Due: Feb 1, 2023)	<p>The LSI Technical Safety Crane Operators: classifications and licence requirements webpage has been updated with current registration information for each regulated crane type, application requirements, instructions, and processes for: certificate and license classification levels; application processes; endorsements; exams; recognition of international credentials; transfer of qualification; application review process; expired license appeal; fees; operator license renewal, and address change with contact information for the LSI Safety Branch. PDF forms and documentation requirements can be downloaded from the webpage where application process(es) require(s). The Guide described in Update 1 has been drafted by Technical Safety and is undergoing a plain language review prior to being posted in the public digital domain in spring 2023.</p>	<p>This "update 2" (which includes the information found through the link provided) demonstrates compliance with all the above FRPA sections cited except for Subsection 7(a), which requires that:</p> <p><i>"7 A regulating body shall provide information ...to individuals ...applying or intending to apply for registration [including] ...(a) information about its ...internal review processes;..."</i></p>
Update 3 (Due: Feb 1, 2024)	<p>Guide is undergoing final edits and scheduled to be posted online in 2024.</p>	As noted by the regulator, this area is a work in progress. Therefore, another update will be required by January 10, 2025 .

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES		
Sections 9(b), 16(3)(c)				
Action required	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion
Action required	6	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> - document guidelines that describe alternatives that would be acceptable when documentation that must accompany an application cannot be 	<p>The Division will develop a process to accept alternative information when the required documents cannot be obtained by the applicant and submitted with the application for reasons beyond the applicant's control. i.e. a sworn or notarized statement in lieu of original required document from a training facility that has closed.</p> <p>A detailed list of required original or authenticated documents will be available to applicants digitally or in print in the public domain along with acceptable forms of alternative information when the required documents cannot be provided (high school diploma, technical training certificate, etc.)</p>	By July 1, 2022

	obtained for reasons beyond the applicant's control	Informational and other updates by the Technical Safety Division will be shared and coordinated with government partners to ensure that all information regarding document requirements and acceptable alternatives is in the public domain and is clear, accurate, and consistent.	
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Regulator Action Plan updates for above noted Areas of non-compliance ("Question 6")		FRPA Review Officer Comments
Update 1 (Due: Feb 1, 2022)	<p>Guide to Competency clearly identifies acceptable alternative documents. Successful application is supported by a checklist based on the regulatory requirements outlined in the guide.</p> <p>The Division is working with Communications Nova Scotia to finalize and post all required public information, Guide, and forms on the existing Technical Safety Regulated Crane Operator webpage. It is expected this information will be in the public digital domain by end of February 2022.</p> <p>*Due to COVID-19 restrictions, focus is currently on digital information on Technical Safety webpage and approved social media. Print materials will be generated for distribution when appropriate.</p>	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 2 (Due: Feb 1, 2023)	The LSI Technical Safety Crane Operators: classifications and licence requirements webpage has been updated with current registration information for each regulated crane type, application requirements, instructions, and processes for: certificate and license classification levels; application processes; endorsements; exams; recognition of international credentials; transfer of qualification; application review process; expired license appeal; fees; operator license renewal, and address change with contact information for the LSI Safety Branch. PDF forms and documentation requirements can be downloaded from the webpage where application process(es) require(s). The Guide described in Update 1 has been drafted by Technical Safety and is undergoing a plain language review prior to being posted in the public digital domain in spring 2023. The Guide will include a section detailing alternatives that would be acceptable when documentation that must accompany an application cannot be obtained for reasons beyond the applicant's control.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 3 (Due: Feb 1, 2024)	Guide is undergoing final edits and scheduled to be posted online in 2024.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required by January 10, 2025 .

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES		
Sections 16(3)(h)				
Action required	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion
	8 & 9	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> - document a description of the accommodation practices for applicants which includes: <ul style="list-style-type: none"> - how to request an accommodation - guidelines regarding types of accommodations - ensure that practices are adaptable if a new situation arises 	<p>The Division will develop a policy on how to work with an applicant during the application process that may have a physical or mental disability and requires an accommodation when applying for a crane operator certification or license. The accommodation policy will also be adaptable should a new situation arise, such as translation services.</p> <p>Based on existing government policies, the Division's adaptable policy will ensure clearly explained, fair, and impartial application processes for all applicants, which will be made available to all applicants and available in the public domain.</p> <p>Applicants who may require an accommodation will be provided access to contact information and instructions for requesting an accommodation in digital, print, and any other form (audio), that the applicant may require.</p>	By February 1, 2022

Regulator Action Plan updates for above noted Areas of non-compliance	
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	("Questions 8 & 9")	FRPA Review Officer Comments
Update 1 (Due: Feb 1, 2022)	The Technical Safety Division has initiated the process of identifying a suitable existing government policy on how to support an applicant who may have a physical or mental disability and requires an accommodation when applying for a crane operator certification or license. If an appropriate policy does not exist, one will be drafted.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 2 (Due: Feb 1, 2023)	Delayed to 2024-02-01. Policy will be finalized and guidelines to be posted with a description of the accommodation practices for applicants, including how to request an accommodation and type. Guide described in Update 1 has been drafted by Technical Safety and is undergoing a plain language review prior to being posted in the public digital domain in spring 2023. Guide will be drafted, posted and maintained to ensure accessibility and inclusivity for applicants by providing information on accommodation practices and access to resources and supports for applicants.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 3 (Due: Feb 1, 2024)	Guide is undergoing final edits and scheduled to be posted online in 2024.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required by January 10, 2025 .

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES		
Sections 8(d) and 16(3)(k)				
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion
Action required	13	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> - consider opportunities that might be available to support future success such as referral to a relevant training program, practice exam, etc. - provide information with respect to measures or programs that may be available to assist unsuccessful applicants in obtaining certification, at a later date 	<p>For applicants who are informed that their application for a certification or license was unsuccessful, the Division will develop and provide the information, supports, and referrals necessary for an application to be successful. A section containing the instructions and supports available to unsuccessful candidates will be made available in the public domain, digitally and in print.</p> <p>Contact will be made with the applicant by the Registrar, Chief Crane Inspector, or other representative of the Technical Safety Division in writing, by phone, or e-mail, to communicate the decision that the application was unsuccessful, providing the reasons, and the available information, support(s), and training referral(s) to remedy the area(s) that caused the application to be unsuccessful.</p> <p>The available information, support and referrals will be outlined and made available directly to the applicant and in the public domain to assist the applicant in being successful in the future.</p> <p>Information, supports, and referrals provided by the Division will be transparently coordinated with government and industry training partners to provide the applicant with the best opportunity to succeed on their next application.</p>	By December 1, 2021

	Regulator Action Plan updates for above noted Areas of non-compliance ("Questions 13")	FRPA Review Officer Comments
Update 1 (Due: Feb 1, 2022)	<p>In February 2022, the Technical Safety webpage will clearly outline the information, supports, and referrals necessary for an unsuccessful applicant to be successful. The digital Guide will contain more detailed instructions and supports available to unsuccessful candidates.</p> <p>Contact will be made with the unsuccessful applicant by the Registrar, Chief Crane Inspector, or other representative of the Technical Safety Division in writing by mail or e-mail to communicate the decision that the application was unsuccessful, providing the reasons, and the same information, support(s), and training referral(s) to remedy the area(s) that caused the application to be unsuccessful that are listed on the webpage and detailed in the guide.</p> <p>Information, supports, and referrals provided by the Division will be coordinated/linked with government and industry training partners to provide the applicant with the best opportunity to access resources succeed on their next application.</p>	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.

Update 2 (Due: Feb 1, 2023)	Delayed to 2023. Technical Safety and the Nova Scotia Apprenticeship Agency continue to implement the Trade Regulation Framework, which clearly aligns responsibility for training and certification of crane operators with the Apprenticeship Agency, while licensing and regulatory compliance will continue to fall under Technical Safety. Training and certification component of the Framework will provide access to available support for applicants who were not successful in achieving requisite certification.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 3 (Due: Feb 1, 2024)	Responsibility for scheduling and invigilation of Technical Safety exams transferred to NS Apprenticeship Agency in 2023. Training pathway and certification component of the Framework continue to be under development.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required by January 10, 2025 .

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES		
Sections 7(a), 10(1)(2)(4) and 16(3)(m)				
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion
Action required	14	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> - document a clearly defined process for an internal review of the registration decision which includes: <ul style="list-style-type: none"> - procedures - timeframes - opportunities the applicant has to provide new information and to make submissions in support of their position (e.g. documented evidence, hearing, etc.) - ensure that information on the internal review process is clear and easily accessible in the public domain through print and electronic media - document the timeline and process by which an applicant who has been denied registration is informed about the procedures and time frames for the internal review. 	<p>The Division will establish a process for internal review of a decision by the Administrator as defined and outlined in the Act.</p> <p>The criteria for requesting a review, the definition of an “aggrieved person” pursuant to the Act and eligible to request an internal review by the Administrator, the internal review process; forms of reviews available to the Administrator, and outcomes will be clearly explained and made available in the public domain on the Division website and in print.</p> <p>All aspects and rules that apply to an internal review defined in the Regulation will be clearly stated in plain language in the public domain. Information will be provided in the public domain that clarifies the Utility and Review Board (UARB) is the external appeal board established under the Act and the reasons for which a review or appeal may proceed externally to the UARB.</p> <p>The documented process will include the means by which an individual may seek a review of a decision related to their application for a certificate or license, and the steps they must follow. This information will be transparently available on the Divisional website and included in any decision letter issued by the Chief Inspector. The communicated process will include the deadline for the applicant to seek a review, time allotted for the review to be undertaken, opportunities to present new information and make submissions, and how and when the review decision will be communicated to the applicant.</p>	By December 1, 2021

Regulator Action Plan updates for above noted Areas of non-compliance (“Questions 14”)		FRPA Review Officer Comments
Update 1 (Due: Feb 1, 2022)	<p>Delayed to spring 2022. The Technical Safety Division will adopt and/or develop policy and procedures for internal review of registration decision. Third party training providers are being sought for the <i>Technical Safety Act</i> Administrator, who will conduct internal reviews.</p> <p>Once finalized, the policy and procedures will be clearly outlined in the public domain, including forms on the existing Technical Safety Regulated Crane Operator webpage and in the Guide.</p>	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.

Update 2 (Due: Feb 1, 2023)	Delayed to 2023. Guidelines in place to ensure that the internal review process includes a requirement for decision makers to provide applicants with a written decision within a specified timeframe that includes reasons. Internal policy and guidelines for applicants being developed in 2023 that are consistent with regulatory standards and best practices. Administrator of the Technical Safety Act obtained Certificate in Adjudication for Administrative Agencies, Boards & Tribunals in 2022.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 3 (Due: Feb 1, 2024)	Internal review policy and guidelines to be developed in 2024.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required by January 10, 2025 .

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES		
Sections 12 and 16(3)(j)				
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion
Action required	16	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> - develop and document a clearly defined 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 	The Division will develop a clear process for which a request by an applicant for access to their records will be considered and processed. The options available, the request process, timelines, limitations to access, associated fees, and possible outcomes will be made transparently available in the public domain, digitally and in print.	By September 1, 2021

	Regulator Action Plan updates for above noted Areas of non-compliance (“Questions 16”)		FRPA Review Officer Comments
Update 1 (Due: Feb 1, 2022)	Delayed to spring 2022. The Technical Safety Division will adopt and/or develop policy and procedures for access to applicant records. Once finalized, the policy, procedures, timelines, and fees will be clearly outlined in the public domain, including forms on the existing Technical Safety Regulated Crane Operator webpage and in the Guide.		As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 2 (Due: Feb 1, 2023)	Delayed to 2023. Update to be provided prior to February 1, 2024.		As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 3 (Due: Feb 1, 2024)	The Technical Safety Division is developing plain language instructions for the Crane Operators Licence Requirements webpage which will define the record(s) available upon request to an applicant, the process for requesting the records, and any associated fee in accordance with FRPA sections 12(4),16(3)(j) and 16(3)(n) and the <i>Freedom of Information and Protection of Privacy Act</i> . Webpage to be updated spring 2024.		As noted by the regulator, this area is a work in progress. Therefore, another update will be required by January 10, 2025 .

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES		
Sections 10(5) and 16(3)(n)				
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion

Action required	17 & 18	<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 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 	<p>The Act currently does not automatically disqualify the Administrator from conducting the review if they were previously involved in the matter that is the subject of the internal review, provided their involvement is disclosed to the applicant as soon as the Administrator is aware and before the Administrator proceeds with the review.</p> <p>The Review Officer has advised that, to be compliant with the FRPA, regulating bodies (need to) ensure that no one who acted as a decision-maker in respect of (an application) decision may act as a decision-maker in an internal review of the same decision.</p> <p>To preserve the Administrator's ability to conduct an internal review, an internal policy will be created to ensure the Director, Compliance and Inspections is the most senior person in the Division involved in an application or other matter that could potentially be the subject of a later review and decision by the Administrator.</p>	By September 1, 2021
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Regulator Action Plan updates for above noted Areas of non-compliance ("Questions 17 & 18")		FRPA Review Officer Comments
Update 1 (Due: Feb 1, 2022)	<p>Delayed to spring 2022. The Technical Safety Division will adopt and/or develop policy and procedures for internal review of registration decision. Third party training providers are being sought for the <i>Technical Safety Act</i> Administrator, who will conduct internal reviews.</p> <p>Once finalized, the policy and procedures will be clearly outlined in the public domain, including forms on the existing Technical Safety Regulated Crane Operator webpage and in the Guide.</p>	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 2 (Due: Feb 1, 2023)	<p>Delayed to 2023. Guidelines in place to ensure that the internal review process includes a requirement for decision makers to provide applicants with a written decision within a specified timeframe that includes reasons. Internal policy and guidelines for applicants being developed in 2023 that are consistent with regulatory standards and best practices. Administrator of the Technical Safety Act obtained Certificate in Adjudication for Administrative Agencies, Boards & Tribunals in 2022.</p>	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 3 (Due: Feb 1, 2024)	<p>The Technical Safety Division is developing plain language information and instructions for the public domain which will explain the authorities and processes for the Chief Inspector, Crane Operators and/or the Administrator of the <i>Technical Safety Act</i> to conduct and internal review of a registration decision. The information will clearly state the processes for ensuring the reviewer was not involved in the initial decision under appeal. Webpage to be updated spring 2024.</p>	As noted by the regulator, this area is a work in progress. Therefore, another update will be required by January 10, 2025 .

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES		
<i>Sections 10(3)</i>				
Action required	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion
	19	<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 internal review process includes a requirement for decision makers to provide applicants with a written decision that includes reasons - the internal review process describes the timeframe for a decision to be communicated to the applicant 	<p>The Division will develop a process and set timelines for communicating a written internal review decision and supporting reasons to the applicant in accordance with the Act, Regulations, and the FRPA. The process will be made available in the public domain (digital and print) and will clearly state how and when the applicant may submit a review request, the review process, decision to be communicated to the applicant, and associated timeframes.</p>	By February 1, 2022

	Regulator Action Plan updates for above noted Areas of non-compliance (“Question 19”)	FRPA Review Officer Comments
Update 1 (Due: Feb 1, 2022)	Delayed to spring 2022. The Technical Safety Division will adopt and/or develop policy and procedures for internal review of registration decision. Third party training providers are being sought for the <i>Technical Safety Act</i> Administrator, who will conduct internal reviews. Once finalized, the policy and procedures will be clearly outlined in the public domain, including forms on the existing Technical Safety Regulated Crane Operator webpage and in the Guide.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 2 (Due: Feb 1, 2023)	Guidelines in place to ensure that the internal review process includes a requirement for decision makers to provide applicants with a written decision that includes reasons and the timeframe for a decision to be communicated to the applicant. Internal policy and guidelines for applicants being developed in 2023.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 3 (Due: Feb 1, 2024)	The Technical Safety Division is developing plain language information and instructions for the public domain which will explain the authorities and processes for the Chief Inspector, Crane Operators and/or the Administrator of the <i>Technical Safety Act</i> to conduct and internal review of a registration decision. The information will clearly state the processes and timelines for the reviewer to provide an applicant with a written decision with supporting reasons. Webpage to be updated spring 2024.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required by January 10, 2025 .

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES		
<i>Sections 11, 16(3)(p)</i>				
Action required	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion
	20	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 internal reviews receive training on conducting an internal review. - develop a plan and document training provided to individuals who make internal review decisions 	The Division will outline the process and develop/deliver approved internal review/appeal training to the decision-maker(s)/ Administrator.	By December 1, 2021

	Regulator Action Plan updates for above noted Areas of non-compliance ("Questions 20")	FRPA Review Officer Comments
Update 1 (Due: Feb 1, 2022)	<p>Delayed to spring 2022. The Technical Safety Division will adopt and/or develop policy and procedures for internal review of registration decision. Third party training providers are being sought for the <i>Technical Safety Act</i> Administrator, who will conduct internal reviews.</p> <p>Once finalized, the policy and procedures will be clearly outlined in the public domain, including forms on the existing Technical Safety Regulated Crane Operator webpage and in the Guide.</p>	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 2 (Due: Feb 1, 2023)	Delayed to 2023. Guidelines in place to ensure that the internal review process includes a requirement for decision makers to provide applicants with a written decision within a specified timeframe that includes reasons. Internal policy and guidelines for applicants being developed in 2023 that are consistent with regulatory standards and best practices. Administrator of the Technical Safety Act obtained Certificate in Adjudication for Administrative Agencies, Boards & Tribunals in 2022.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required until complete.
Update 3 (Due: Feb 1, 2024)	Internal training plan is being developed for Technical Safety employees who make internal review decisions.	As noted by the regulator, this area is a work in progress. Therefore, another update will be required by January 10, 2025 .

SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:



Name (print): Jeff Dolan, Executive Director, Technical Safety

DATE: 2024-02-12