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COSMETOLOGY  
ASSOCIATION OF  
NOVA SCOTIA  
(CANS)

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Fair Registration  
Practices Act (FRPA)  
PROGRESS REPORT  
JULY 2020

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Province of Nova Scotia

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## Executive Summary

The Cosmetology Association of Nova Scotia's (CANS) 2020 Action Plan was developed in response to findings based on their biennial review of registration practices, as per requirements of the Fair Registration Practices Act (FRPA). The review identifies progress made on actions assigned in 2018 and opportunities for continuous growth toward fairer assessment of all applicants and registration practices.

At the beginning of this review there were some outstanding items in the 2018 Action Plan. However, CANS has used this progress review as an opportunity to clarify the actions assigned, improve their website, and document criteria aimed at improving registration practices and accessibility of information for applicants. In addition to documenting a process that enables applicants to access their registration records and developing a description of accommodation practices, improvements include the provision of more accessible information on language proficiency requirements and the addition of registration pages for each stream of applicant: those qualified in Nova Scotia, out-of-province and out-of-country. Work is on-going on website updates to improve transparency and accessibility of information to those applying for licensure with CANS.

Some of the actions underway will carry through into the 2020 Action Plan in which CANS will continue to make improvements to the accessibility of information on the process and criteria used for credential assessments with on-going additions to the website, ensuring that all streams of applicants are aware of not only the requirements, but also the process and documents required at the various stages of registration and licensure.

Findings of the 2020 progress review show that the registration practices of CANS are compliant with requirements of the FRPA, with the exception of one item. To establish a procedurally fair registration practice CANS will document acceptable alternative information to be provided by an applicant who cannot obtain documentation of qualifications for reasons beyond their control. Work on identified improvements has already begun by documenting an enhanced appeal process that will support more objective and impartial decision-making. Additional areas for improvement will focus on:

- Documenting a consistent internal Communicating Licensure Decisions process to ensure impartiality with regards to issuing written decisions;
- Addressing a carry-over action: Develop a policy to periodically review the assessment practices of 3<sup>rd</sup> party career colleges performing credential assessments to ensure they are being conducted transparently, impartially, objectively, and in a procedurally fair manner;
- Upgrading the registration database to track information required for the FRPA Annual Survey.

Actions throughout the FRPA progress review indicate the CANS is committed to understanding and improving their registration practices. For this reason, I expect that actions noted above will be addressed before the next Review Report to ensure that applicants are being offered transparent, objective, impartial and procedurally fair registration practices.

Thanks to Executive Director Dana Sharkey and staff for their cooperation throughout this progress review.

Sincerely,



Patricia Mertins  
Review Officer, Fair Registration Practices Act

## Introduction

The Fair Registration Practices Act (FRPA) mandates that regulating bodies carry out registration practices that are transparent, objective, impartial and procedurally fair. <sup>1</sup>The FRPA review process was designed to fulfill the obligations of the legislation; it allows the FRPA Review Office and the regulating bodies to review existing registration practices for current compliance with the FRPA as well as continuous improvement of transparent, objective, impartial and procedurally fair registration practices. <sup>2</sup>

The purpose of the Fair Registration Practices Act (FRPA) Progress Report is twofold. First, it allows the Cosmetology Association of Nova Scotia (CANS) to review and report on its current registration practices. Second, it shares the CANS's progress on previously identified areas for improvement.

Through the 2020 FRPA Progress Report, the FRPA Review Officer aims to build on the progress made by CANS to date and identify opportunities to further improve and evolve registration practices.

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<sup>1</sup> The *Fair Registration Practices Code* is delineated in Sections 6-12 of the Fair Registration Practices Act. *Government of Nova Scotia*. Ch. 38 of the Acts of 2008, as amended by 2014, c. 14.

<sup>2</sup> For more information on the FRPA Review Process, see the *Guide to Fair Registration Practices Act*: [http://novascotia.ca/lae/RplLabourMobility/documents/FRPA\\_GuidetoReviewProcess\\_WEB.pdf](http://novascotia.ca/lae/RplLabourMobility/documents/FRPA_GuidetoReviewProcess_WEB.pdf)

## Context of the Profession in Nova Scotia

### Occupational Profile

A cosmetologist is a person who is licensed pursuant to the *Cosmetology Act* in order to practice cosmetology in Nova Scotia. Cosmetology means the provision of haircare, by the act of cutting, colouring, lightening, tinting, straightening, curling, drying, shaving or by any other act prescribed by the regulations, using mechanical, chemical or other means.

### Organizational Description

Cosmetology Association of Nova Scotia (the “Association”) is the regulatory body responsible for licensing, inspection, education and the safety of the public in Nova Scotia.

### Active Membership (License renewal) Requirements

In order to maintain an active cosmetology licence, Members must submit a licence renewal form and registration renewal fee on or before December 31<sup>st</sup> of each calendar year.

All Members who obtained a Master Licence after September 23, 2019, must partake in one Association approved upgrading course every second year and must submit certificate or proof of participation to the Association.

- All Members who obtained a Master Instructor licence after December 31, 2018 are required to participate in one Association approved upgrading course each year and provide the Association with proof of attendance prior to licence renewal on December 31<sup>st</sup>.

### Registration Requirements

- Cosmetologist (Hairdressing) – an individual who has successfully completed 1500 hours of theory and practical instruction in hairdressing, in a registered school of cosmetology and who has successfully passed the Provincial examinations as required in the Cosmetology Act and Bylaws.
- Master Cosmetologist (Hairdressing) – a Cosmetologist (Hairdresser) who has been employed in the area of hairdressing for at least three years and who has completed a minimum of three Association approved upgrades.
- Master Cosmetologist Instructor (Hairdressing) – a Master Cosmetologist (Hairdresser) who has been employed in the area of hairdressing for a minimum of five consecutive years and who has completed at least one Association approved upgrade per year to maintain Instructor appointment.
- Cosmetologist (Esthetics) - an individual who has successfully completed 1500 hours of theory and practical instruction in esthetics, in a registered school of cosmetology and who has successfully passed the Provincial examinations as required in the Cosmetology Act and Bylaws.
- Master Cosmetologist (Esthetics) - a Cosmetologist (Esthetician) who has been employed in the area of esthetics for at least three years and who has completed a minimum of three Association approved upgrades.
- Master Cosmetologist Instructor (Esthetics) - a Master Cosmetologist (Esthetician) who has been employed in the area of esthetics for a minimum of five consecutive years and who has completed at least one Association approved upgrade per year to maintain Instructor appointment.
- Specific (Body Hair Removal) - an individual who has successfully completed 300 hours of theory and practical instruction in body hair removal, in a registered school of cosmetology and who has successfully passed the Provincial examinations as required in the Cosmetology Act and Bylaws
- Specific (Eyelashes) - an individual who has successfully completed 300 hours of theory and practical instruction in eyelash extensions, in a registered school of cosmetology and who has successfully passed the Provincial examinations as required in the Cosmetology Act and Bylaws

- Specific (Make-up Artist) - an individual who has successfully completed 300 hours of theory and practical instruction in makeup artistry, in a registered school of cosmetology and who has successfully passed the Provincial examinations as required in the Cosmetology Act and Bylaws
- Specific (Nail Technician) - an individual who has successfully completed 300 hours of theory and practical instruction in artificial nails, in a registered school of cosmetology and who has successfully passed the Provincial examinations as required in the Cosmetology Act and Bylaws
- Salon Assistant - an individual who has successfully completed 300 hours of theory and practical instruction in cosmetology, in a registered school of cosmetology and who has successfully passed the Provincial examinations as required in the Cosmetology Act and Bylaws.
- Specific Cosmetologist Instructor - a Master Cosmetologist who has been employed in a specific area of cosmetology for a minimum of five consecutive years and who has completed at least one Association approved upgrade per year to maintain Instructor appointment.

### **CFTA Transfers**

All CFTA transfers must complete and submit a Credential Review application with the required fee, together with a copy of a current and valid licence and letter of good standing from the jurisdiction in which they are licensed.

CFTA Transfers will take priority and be reviewed on a case-by-case basis. This process can take up to four weeks.

Reciprocity/recognition applies valid licence holders from another jurisdiction reflecting the same scope of practice; all CFTA Transfer must challenge the Association's Provincial By-Law examination.

All non-licensed or certified individuals holding a certificate of completion or diploma from a registered school of cosmetology must challenge the provincial exam in cosmetology.

### **International Applicants**

In order to qualify for credential recognition, an individual must apply with the following documentation:

- A completion certificate or diploma from a school of cosmetology in the same scope of practice (if available; some exceptions are made in extraordinary circumstances, such as war, fire, etc.)
- A (fully) completed and signed application for Credential Review
- Complete and signed By-law Schedule D
- Copies of all industry related documents, certificates, licences, upgrading courses, etc.
- Copies of industry related school transcripts;
- Proof of work history (e.g. letters of reference from former employer(s), clients, etc.)
- Proof of English language proficiency testing with a minimum Canadian benchmark level of 5
- Canadian Work or Study Permit (for non-residents)
- Photo ID (Provincial or Canadian Government issued)
- Payment of Credential Review fee as set in the Association's By-laws at Schedule B

All documentation must be translated and notarized by a certified translator prior to submission unless they are issued in English.

\* All applications must be comprised of a complete package containing the above listed items and Credential Review fee must be paid prior to document review.

\* The Credential Review process can take from 6 to 8 weeks.

\* If applicant is approved, licence or exam fee and administrative fee to be paid once Credential Review outcome is complete.

## **Organizational Structure and Staffing**

Office staffing total – 6

Board Chairperson - 1

Board of Directors – 9 (including Chair)

Provincial Examiner(s) – 7

Inspectors – 6

Marketing and Graphic Communications - 1

## **Types of Licenses/Certificates Issued**

Cosmetologist (Hairdressing)

Cosmetologist (Esthetics)

Master Cosmetologist (Hairdressing)

Master Cosmetologist (Esthetics)

Master Cosmetologist Instructor (Hairdressing)

Master Cosmetologist Instructor (Esthetics)

Specific Licence (Salon Assistant)

Specific Licence (Nail Technician)

Specific Licence (Makeup Artist)

Specific Licence (Body Hair Removal Services)

Specific Licence (Eyelashes)

Specific Cosmetologist Instructor

Temporary Licence (Graduate)

Temporary Licence (Transfer)

Temporary Licence (Visitor)

Student Permit

## Overview of Registration Process

### **Registration Information**

Registration information can be found on our website at [www.nscosmetology.ca](http://www.nscosmetology.ca) under the Licensing tab, or by emailing or calling the office directly for assistance.

### **Registration Process**

#### **STUDENTS (Residents of Nova Scotia)**

A student who is registered in a course of cosmetology at a school must apply for and receive a Student Permit within thirty (30) days of beginning the course. Upon providing evidence that he or she meets the prerequisite (verification of Grade 12 or GED completion) and submitting the appropriate application and payment of fee to the Cosmetology Association, the student shall be issued a Student Permit which enables the student to engage in the practice of cosmetology under the direct supervision of a Master Cosmetologist Instructor. A Student Permit will be in effect for the term of the course in which the student is registered at the time the student applies for the Student Permit.

#### **OOB / OOC APPLICANTS**

**Step 1:** - Applicant submits complete package containing:

- Credential Review application, photo ID and prescribed fee in accordance with Schedule B of the Association's By-laws
- Diplomas, licences, certificates, documents, etc., that may validate skill and qualification.

**Step 2:** When required, the applicant submits additional information at the request of the Association. Supplementary documents must be received within 90 days after the request has been made or the file will be closed.

Applicant will receive a response from the Association within 6 to 8 weeks (unless the applicant is a CFTA transfer). Applicant may yield one of three outcomes from their Credential Review process, as follows:

**Outcome 1 - Successful Review**

- Applicant will challenge By-law examination and if successful,
- Applicant pays licensing fee for current year
- Upon receiving payment, the Association will issue the applicant with a licence within 2 to 4 weeks

**Result** – Valid Licence Holder

**Outcome 2 - Provincial Exam**

- Applicant pays Provincial exam fee for current year
- Upon receiving payment applicant registers for the Provincial exam
- Applicant writes the Provincial exam typically within 3 months of payment date

**Result** – Provincial Exam Pass or Provincial Exam Fail

**Provincial Exam Pass** - upon successful completion of the Provincial exam, applicant will receive a cosmetology licence 4 to 6 weeks after completion of the exam.

**Provincial Exam Fail** – upon unsuccessful completion of the Provincial exam, applicant may schedule a rewrite of the exam once exam rewrite fee is received. Applicant may only challenge the Provincial exam three times, resulting in a maximum of two Temporary Work Permits.

**Outcome 3 - Unsuccessful Review**

- Applicant is declined and is not eligible for licensure (copies of appeal process outline, Act and Bylaws are provided to the applicant)
- Applicant may submit an appeal to the Association (within 30 days of date of correspondence), whereby the file will be reviewed by the Review Committee

**Result** – Declined (the Applicant is found not to be eligible for licensing)

**Result** – Approved (the Applicant is approved to challenge the Provincial exam in the area of cosmetology applied for)



### Cost of Registration (including payment methods)

One-time administration fee of \$45.00 + HST is payable on all fees.

Table 1: Annual Licence Fees

<b>Cosmetologist (Hairdressing, Esthetics and Specific Licence)</b>	\$85	<b>Examination Fee</b>	\$150	<b>Late Registration/ Licensing Fee</b>	\$25
<b>Master Cosmetologist (Hairdressing and Esthetics)</b>	\$90	<b>Failure to Attend 1<sup>st</sup> Exam</b>	\$210	<b>Credential Review Fee</b>	\$150
<b>Master Cosmetology Instructor (Hairdressing, Esthetics and Specific)</b>	\$95	<b>Failure to Attend 2<sup>nd</sup> Exam, 3<sup>rd</sup> Exam Fee</b>	\$260, 310	<b>Exam Re-write Fee</b>	\$150
<b>Temporary Licence (Graduate, Transfer and Visitor)</b>	\$75	<b>Copy of Licence</b>	\$20		

## Summary from 2018 FRPA Review Report

The following table summarizes the Action Plan from Cosmetology Association of Nova Scotia Review report and the progress that has been made by the CANS in achieving each action item.

#	Action	FRPA Reference	Completed	Not completed	Outcome/Rationale
1	If English language proficiency is required, work with relevant stakeholders such as the Immigrant Serving Association of Nova Scotia (ISANS) and organizations in other jurisdictions to establish a language benchmark and make it accessible to applicants.	7(c)-(d)	Complete (added under Licensing tab on website)		Added to Association's Policies and link added to website for Canadian benchmark requirements (and other resources). Canadian benchmark level of 5 is required. <a href="https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/standard-requirements/language-requirements/test-equivalency-charts.html">https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/standard-requirements/language-requirements/test-equivalency-charts.html</a>  <a href="https://novascotiainmigration.com/live-here/language-learning/">https://novascotiainmigration.com/live-here/language-learning/</a>  <a href="https://www.nsc.ca/learning_programs/programs/PlanDescr.aspx?prg=ENGAP&amp;pln=ENGAP">https://www.nsc.ca/learning_programs/programs/PlanDescr.aspx?prg=ENGAP&amp;pln=ENGAP</a>
2	<ul style="list-style-type: none"> <li>• Make information publicly accessible on:               <ul style="list-style-type: none"> <li>○ the process and criteria of credential assessments, and</li> <li>○ the process and criteria of the provincial exam.</li> </ul> </li> </ul>	7(d)	Complete		Added Provincial Examination Guidelines (in each licence category), that are followed by all Cosmetology schools/colleges in Nova Scotia and used as guidelines for newcomers to the Province. <a href="https://www.nscosmetology.ca/licences/cosmetology-licence">https://www.nscosmetology.ca/licences/cosmetology-licence</a>  <a href="https://www.nscosmetology.ca/out-of-province-licence-applicants">https://www.nscosmetology.ca/out-of-province-licence-applicants</a>  <a href="https://www.nscosmetology.ca/out-of-country-licence-applicants">https://www.nscosmetology.ca/out-of-country-licence-applicants</a>
3	Document the policy enabling applicants to request access to documentation regarding their	12	Complete		Documents are available on request to the Executive Director. Information added to website.

	application and make it accessible to applicants.				<a href="https://www.nscosmetology.ca/access-to-records">https://www.nscosmetology.ca/access-to-records</a>
4	Document the policy for accommodating applicants with disabilities during the registration process and make it accessible to applicants.	16(3)(h)	Complete		Website updated (for accessibility under several tabs (About Us – Contact Us and Licensing). <a href="https://www.nscosmetology.ca/accessibility-accommodation">https://www.nscosmetology.ca/accessibility-accommodation</a>
5	Develop a policy to periodically review the assessment practices of 3 <sup>rd</sup> party career colleges performing credential assessments to ensure they are being conducted transparently, impartially, objectively, and in a procedurally fair manner.	16(3)(i)		Incomplete	To be completed with 3 <sup>rd</sup> parties.
6	<ul style="list-style-type: none"> <li>Develop a policy on periodically reviewing the website, including soliciting and incorporating user feedback.</li> </ul>		Complete		Contracted a social media consultant to work on website (and social media).

## 2019 Registration Data

#	Question	Response
1	<b>Total number of individuals with practicing licenses/certifications. Do not report on any licenses or certificates you issue to a business, school or group.</b>	7355
2	<b>Number of registrations for the reporting year, from applicants who received their qualifications as indicated below.</b>	
	<ul style="list-style-type: none"> <li>Received qualifications (training/work experience for trades) In NS, new applicant.</li> </ul>	361
	<ul style="list-style-type: none"> <li>Received qualifications In Canada, new applicant - n/a for trades - issue a Certification of Qualification.</li> </ul>	38
	<ul style="list-style-type: none"> <li>Received qualifications (training/work experience for trades) Internationally, new applicant.</li> </ul>	52
	<ul style="list-style-type: none"> <li>CFTA Transfers, applicants already registered in another Canadian jurisdiction.</li> </ul>	21
	<ul style="list-style-type: none"> <li>Total number of applicants.</li> </ul>	472
3	<b>Types of practicing licenses/certificates you issue and total number of individuals for each type identified for the reporting year.</b>	
	<ul style="list-style-type: none"> <li>Cosmetology License Holder:</li> </ul>	7355
4	<b>Number of completed applications submitted by applicants who received their qualifications as indicated below.</b>	
	<ul style="list-style-type: none"> <li>Received qualifications (training/work experience for trades) in NS, new applicant:</li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Accepted:</li> </ul> </li> </ul>	356
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Rejected:</li> </ul> </li> </ul>	1
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Still in process:</li> </ul> </li> </ul>	4
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Withdrawn:</li> </ul> </li> </ul>	0
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>File inactive or closed:</li> </ul> </li> </ul>	0
	<ul style="list-style-type: none"> <li>Received qualifications In Canada, new applicant:</li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Accepted:</li> </ul> </li> </ul>	20
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Rejected:</li> </ul> </li> </ul>	1

	○ <i>Still in process:</i>	16
	○ <i>Withdrawn:</i>	1
	○ <i>File inactive or closed:</i>	0
	● Received qualifications (training/work experience for trades) internationally, new applicant:	
	○ <i>Accepted:</i>	18
	○ <i>Rejected:</i>	3
	○ <i>Still in process:</i>	30
	○ <i>Withdrawn:</i>	0
	○ <i>File inactive or closed:</i>	1
	● CFTA transfers, applicants already registered in another Canadian jurisdiction:	
	○ <i>Accepted:</i>	19
	○ <i>Rejected:</i>	0
	○ <i>Still in process:</i>	1
	○ <i>Withdrawn:</i>	0
	○ <i>File inactive or closed:</i>	2
5	<b>For those new Canadian applicants (not NS), list the provinces in Canada (and associated numbers) where the level of education to qualify the applicant for licensure (training or work experience for trades) was obtained.</b>	
	<ul style="list-style-type: none"> <li>● New Brunswick: 3</li> <li>● Ontario: 13</li> <li>● British Columbia: 8</li> <li>● Alberta: 6</li> <li>● Prince Edward Island: 2</li> <li>● Manitoba: 1</li> <li>● Newfoundland &amp; Labrador: 3</li> <li>● Quebec: 2</li> </ul>	Total: 38
6	<b>For new international applicants, list the source countries (and associated numbers) where the applicant received the level of education to qualify them for licensure (training or work experience for trades).</b>	
	<ul style="list-style-type: none"> <li>● Vietnam: 12</li> <li>● Libya: 1</li> <li>● Lebanon: 1</li> <li>● Bahamas: 2</li> </ul>	Total: 51

	<ul style="list-style-type: none"> <li>• South Africa: 1</li> <li>• India: 9</li> <li>• Sudan: 1</li> <li>• Turkey: 1</li> <li>• Ecuador: 1</li> <li>• Iraq: 1</li> <li>• South Korea: 5</li> <li>• Ireland: 1</li> <li>• Nepal: 1</li> <li>• Russia: 3</li> <li>• China: 5</li> <li>• Philippines: 3</li> <li>• France: 1</li> <li>• Australia: 1</li> <li>• United States: 1</li> </ul>	
7	<b>Average length of time (in days) between receipt of a completed application and response to the applicant, for those who received their qualifications as indicated below. Response to the applicant to include whether they meet the requirements, partially meet and need to fill gaps, or there is no match and other pathways might be a consideration.</b>	
	• Received qualifications (training/work experience for trades) In NS, new applicant:	10
	• Received qualifications In Canada, new applicant:	10
	• Received qualifications (training/work experience for trades) Internationally, new applicant:	10
	• CFTA transfers, applicants already registered in another Canadian jurisdiction:	5
8	<b>Average registration process time (or application approval) for those who received their qualifications as indicated below.</b>	
	• Received qualifications (training/work experience for trades) In NS, new applicant:	30
	• Received qualifications In Canada, new applicant - n/a for trades - issue a Certification of Qualification	30
	• Received qualifications (training/work experience for trades) Internationally, new applicant	45
	• CFTA transfers, applicants already registered in another Canadian jurisdiction	10
9	<b>Total costs (to the applicant) associated with registration (certification) for applicants who received their qualifications as indicated below. Separate costs that the regulatory body themselves imposes on the applicant from other necessary costs incurred related to registration.</b>	

	<ul style="list-style-type: none"> <li>Received qualifications (training/work experience for trades) In NS, new applicant:</li> </ul>	Regulatory body costs: \$205 Other: \$85
	<ul style="list-style-type: none"> <li>Received qualifications In Canada, new applicant:</li> </ul>	Regulatory body costs: \$352 Other: \$85
	<ul style="list-style-type: none"> <li>Received qualifications (training/work experience for trades) internationally, new applicant:</li> </ul>	Regulatory body costs: \$355 Other: \$85
	<ul style="list-style-type: none"> <li>CFTA transfers, applicants already registered in another Canadian jurisdiction:</li> </ul>	Regulatory body costs: \$205 Other: \$85
10	<b>Number of appeals, internal reviews or challenges related to a registration decision from applicants who received their qualifications as indicated below:</b>	
	<ul style="list-style-type: none"> <li>Received qualifications (training/work experience for trades) In NS, new applicant:</li> </ul>	1
	<ul style="list-style-type: none"> <li>Received qualifications In Canada, new applicant:</li> </ul>	2
	<ul style="list-style-type: none"> <li>CFTA transfers, applicants already registered in another Canadian jurisdiction:</li> </ul>	2
	<ul style="list-style-type: none"> <li>Total number of appeals, internal reviews or challenges related to a registration decision:</li> </ul>	0
11	<b>Length of time the appeals or internal review process took for applicants who received their qualifications as indicated below:</b>	
	<ul style="list-style-type: none"> <li>Received qualifications (training/work experience for trades) In NS, new applicant:</li> </ul>	25
	<ul style="list-style-type: none"> <li>Received qualifications In Canada, new applicant:</li> </ul>	30
	<ul style="list-style-type: none"> <li>Received qualifications (training/work experience for trades) Internationally, new applicant:</li> </ul>	30
	<ul style="list-style-type: none"> <li>CFTA transfers, applicants already registered in another Canadian jurisdiction:</li> </ul>	N/A
12	<b>What does registration with your organization authorize?</b>	Scope of Practice rights and Rights to use an Occupational Title

## FRPA Review Questionnaire and Assessment

#	Question	Respondent Answer	Compliance Guideline	Review Finding	FRPA Reference
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1a	How (what methods) do you use to provide information to potential applicants on your registration practices? (i.e. internet, individual counselling, hard copies)?	<p>Internet Email Hard Copy Telephone In Person</p> <p><a href="https://www.nscosmetology.ca/licences/cosmetology-licence">https://www.nscosmetology.ca/licences/cosmetology-licence</a></p>	<p><b>Level 1</b> Paper forms and information made available to applicants via regular post, Telephone</p> <p><b>Level 2</b> E-mail forms and information, telephone.</p> <p>Forms and information can be downloaded from website to be emailed / faxed / mailed in after completion</p> <p><b>Level 3</b> Automated on-line form on website and information is easily accessible on a website</p> <p>Process in place for applicants to track application status</p>	Level 2	16(3)(g)
1b	Can applicant begin the process outside of Canada?	<p>Yes</p> <p><i>All the steps can be completed prior to arrival in Canada, except for final approval by the Association. Information added to website.</i></p> <p><i>An applicant can begin the process by email, regular mail or facsimile.</i></p> <p><a href="https://nscosmetology.ca/out-of-country-licence-applicants">https://nscosmetology.ca/out-of-country-licence-applicants</a></p>	<p><b>Level 1</b> No</p> <p><b>Level 2</b> Yes</p>	Level 2	
2	Please provide a link to your website.	<p><a href="https://www.nscosmetology.ca">https://www.nscosmetology.ca</a></p>	<p><b>Level 1</b> No website</p>	Level 2	16(3)(g)
2a	I believe that information on our website is: clear and understandable, written in plain language?	<p><input checked="" type="radio"/> 1 (Strongly Agree)</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4</p> <p><input type="radio"/> 5 (Strongly Disagree)</p> <p><i>Website updated June 2020.</i></p>	<p><b>Level 2</b> Website is not up to date</p> <p>Website is not in plain language</p> <p>Website does not have links for international applicants</p> <p>Website does not contain all forms and/or guidelines</p>		
2b	On what basis do you make changes to your website?	<p><i>Feedback from Applicants/Members/Public</i></p> <p><i>Policy Change</i></p> <p><i>News Postings</i></p> <p><i>Other: Jobs, member information</i></p>	<p><b>Level 3</b> Website content is reviewed for accuracy and updated annually</p> <p>Website is in plain language</p>		
2c	When was the section of the website pertaining to registration last updated?	<p><i>On-going - Updated June 2020</i></p> <p><a href="https://www.nscosmetology.ca/licences/cosmetology-licence">https://www.nscosmetology.ca/licences/cosmetology-licence</a></p>	<p>Website is easy to navigate (e.g. international applicants)</p> <p>Website contains all forms and/or guidelines</p>		



			Information on pathway to licensure		
<b>3a</b>	Are your requirements (e.g. education, work experience, examination and fees) for registration specified by legislation, regulation and/or policy?	<p>Yes – Legislation (Cosmetology Act and By-Laws)</p> <p><a href="https://www.nscosmetology.ca/act-and-by-laws-applicants">https://www.nscosmetology.ca/act-and-by-laws-applicants</a></p> <p>Policies and Procedures Manual (not yet available as being updated for 2020)</p>	<p><b>Level 1</b> Policy describing the registration process does not exist or is not documented</p> <p>Documents only available upon specific request</p> <p><b>Level 2</b> Policy exists to describe certain aspect of registration process</p> <p>Available to the applicant</p> <p><b>Level 3</b> Policy exist to describe all aspects of the registration practices</p> <p>Available to the applicant</p>	Level 2	7(a), 7(c), 7(f), 16(3)(a), 16(3)(d)
<b>3b</b>	Specify the appropriate section(s)	<p>Cosmetology Act, 2012, c. 39, sections 20 - 39</p> <p>By-laws 3 - 6, 11 &amp; Schedule B</p>			
<b>3c</b>	Is this information made available to applicants	<p>Yes</p> <p>Website and Hard copy</p> <p>Cosmetology Act and By-laws</p> <p>Association Policies &amp; Procedures Manual (being updated 2020)</p> <p><a href="https://www.nscosmetology.ca/about-us/cosmetology-association">https://www.nscosmetology.ca/about-us/cosmetology-association</a></p> <p><a href="https://nscosmetology.ca/out-of-province-licence-applicants">https://nscosmetology.ca/out-of-province-licence-applicants</a></p> <p><a href="https://nscosmetology.ca/licences/out-of-country-licence-application-requirements">https://nscosmetology.ca/licences/out-of-country-licence-application-requirements</a></p>			
<b>4</b>	Are you waiting for legislation to be passed?	<p>No</p> <p>Working on additional licensing categories for addition to the By-Laws, to help with specific areas of licensing that fall under cosmetology for those arriving from out of province/country.</p>	N/A	N/A	
<b>5a</b>	Is the criteria for meeting the requirements of registration documented?	<p>Yes</p> <p>Cosmetology Act section 24 &amp; 29</p> <p>By- laws - 4.1, 4.2 &amp; 4.3</p> <p>Website and application</p> <p>Association Policies &amp; Procedures Manual (being updated 2020)</p>	<p><b>Level 1</b> Criteria is made available to applicants verbally but no supplemental documentation</p> <p><b>Level 2</b> Criteria is documented and made available to applicants</p>	Level 2	7(d), 16(3)(b)
<b>5b</b>	Do you provide applicants with the description of the criteria used to assess whether the requirements have been met (i.e. the number of years of schooling needed	<p>Yes - Cosmetology Act, s. 29 and By-Law 4.3</p> <p>Website</p> <p><a href="https://www.nscosmetology.ca/about-us/cosmetology-association">https://www.nscosmetology.ca/about-us/cosmetology-association</a></p> <p><a href="https://nscosmetology.ca/out-of-province-licence-applicants">https://nscosmetology.ca/out-of-province-licence-applicants</a></p>	<p>Limited information about the standard you will be assessed against</p> <p><b>Level 3</b> Criteria is documented and made available to applicants</p>		

	to be considered equivalent to a degree)?	<a href="https://nscosmetology.ca/licences/out-of-country-licence-application-requirements">https://nscosmetology.ca/licences/out-of-country-licence-application-requirements</a>	Criteria clearly outlines all assessment methods to be used and what competencies are being assessed by each method  Applicants know the required standards that they will be assessed to		
6	If you require translation of specific documents how is the applicant informed?	Website Email Telephone  #4 of application, or while meeting with applicant "in conversation" or by email.  <a href="https://www.nscosmetology.ca/out-of-province-licence-applicants">https://www.nscosmetology.ca/out-of-province-licence-applicants</a>  <a href="https://www.nscosmetology.ca/licences/cosmetology-licence">https://www.nscosmetology.ca/licences/cosmetology-licence</a>	<b>Level 1</b> No indication of translation requirements  Available to applicants upon request  <b>Level 2</b> Translation requirements indicated but not specific  Available to applicants  <b>Level 3</b> Translation requirements documented with specific instruction  Available to applicants	Level 3	7(a)
7	Do you have a streamlined registration process for those applicants already registered in another Canadian jurisdiction (as per Chapter 7 Agreement on Internal Trade / Canada Free Trade Agreement)?	Yes  <i>Cosmetology Act, s. 29</i> <i>By-law section 4.3</i>  Website <i>If you hold a current and valid licence or certification from another regulatory body in another Canadian Province or Territory complete the Credential Review Application form, omitting sections 6 – 9. Include a letter of good standing from your previous jurisdiction. You <b>are not required</b> to include a resume, proof of Canadian citizenship, related school or course transcripts, or letters of recommendation with your application.</i>	<b>Level 1</b> Yes – process not documented <b>Level 2</b> Yes – process documented  <b>Level 3</b> Yes – process documented and made public on website  Any additional requirements approved by government are explained on website	Level 3	3
8	Does your organization make accommodation for applicants with physical or mental disability?	Yes  <i>Oral examinations, working animals, wheelchair access, extra time for exams, one on one exams.</i>  Website  <a href="https://www.nscosmetology.ca/accessibility-accommodation">https://www.nscosmetology.ca/accessibility-accommodation</a>	<b>Level 1</b> Yes – process not documented  <b>Level 2</b> Yes – process documented  <b>Level 3</b> Yes – process documented and available to applicant	Level 3	16(3)(h)
9a	Is any of your assessment process conducted by a third party (i.e. national bodies, credential	Yes	<b>Level 1</b> Regulatory body assumes that the certifying organization meets FRPA standards	Level 1	16(3)(i)

	assessment agencies, etc.)?		<p><b>Level 2</b> Regulatory body has received documentation indicating that the certifying organization meets FRPA standards</p> <p><b>Level 3</b> Regulatory body has influence with the certifying organization (e.g. membership) or has an agreement with the certifying organization</p>		
9b	If so, please specify the name of the organization and describe their role.	<i>Registered Cosmetology schools (various depending on licence, location and availability) for assessment of practical skills and knowledge of the licence being applied for.</i>			
9c	Please indicate the types of activities that they assist with.	<i>The third party will assess credentials in cases where CANS has been unable to determine equivalency. The applicant must register for an assessment by a licensed cosmetologist instructor at a registered cosmetology school directly and notify CANS of the outcome of that assessment.</i>			
9d	Can you describe how they adhere to the General Duties of the Regulatory Body as outlined in the Act, including transparency, objectivity, impartiality and procedural fairness?	<p><i>Other: legislation and policy requirements of individual school.</i></p> <p><i>Each school is provided with copies of curriculum (as approved by DLAE) and examination guidelines to be followed for each program. Assessments are based on the same requirements for examination qualification.</i></p> <p><a href="https://www.nscosmetology.ca/about-us/cosmetology-association">https://www.nscosmetology.ca/about-us/cosmetology-association</a></p> <p><a href="https://nscosmetology.ca/out-of-province-licence-applicants">https://nscosmetology.ca/out-of-province-licence-applicants</a></p> <p><a href="https://nscosmetology.ca/licences/out-of-country-licence-application-requirements">https://nscosmetology.ca/licences/out-of-country-licence-application-requirements</a></p>			
9e	Are you informed of all decisions made by third parties on applicants?	<i>Yes - by written report (upon written consent/authorization of the Applicant, from school to CANS).</i>			
9f	Does the third party have an internal review process for unsuccessful applicants?	<p>Yes</p> <p><i>Appeal options are available through the individual colleges or through the Association. Typically, applicants would appeal directly through the Association.</i></p>			
10a	What types of supports do you provide to applicants during the registration process?	<p><i>Internet</i> <i>Telephone</i> <i>Print Material</i> <i>Video (Zoom or Skype)</i></p> <p><i>Other: Individual assistance with Credential Review Application through the Association. Referral to outside resources such as AIPP, ISANS, and NSCC.</i></p>	<p><b>Level 1</b> None</p> <p><b>Level 2</b> Multiple types of supports exist but not well documented</p> <p><b>Level 3</b> Multiple types of support exist, well defined and accessible</p>	Level 3	7(e), 16(3)(k)
10b	Have you had applicants who need support mechanisms that you can't provide or are not available?	<p>No</p> <p><i>Applicants with language barriers, translation of documents and language interpretation requirements are referred to ISANS or other similar outside 3<sup>rd</sup> parties.</i></p>			
11	Where practical, do you provide unsuccessful applicants with information on programs and services they can	<p>Yes</p> <p><i>The Association provides the denial letter with reasons, and information regarding Cosmetology and other colleges/schools and training facilities, including ECLC and NSCC (EAP) and ISANS.</i></p> <p><i>Listed on Association's website:</i></p>	<p><b>Level 1</b> Only upon request</p> <p>Not documented</p> <p><b>Level 2</b> Yes – not documented</p>	Level 3	8(d)

	participate in to facilitate successful registration in the future?	<a href="https://www.nscosmetology.ca/students/cosmetology-college">https://www.nscosmetology.ca/students/cosmetology-college</a> <a href="https://www.nsc.ca/learning_programs/programs/PlanDes.cr.aspx?prq=ENGAP&amp;pln=ENGAP">https://www.nsc.ca/learning_programs/programs/PlanDes.cr.aspx?prq=ENGAP&amp;pln=ENGAP</a> <a href="https://novascotiaimmigration.com/live-here/language-learning/">https://novascotiaimmigration.com/live-here/language-learning/</a>	<b>Level 3</b> Yes – documented and available to applicant  Applicants are told what their competencies gaps are that need to be addressed		
12	Do you have a reasonable timeframe to respond to inquiries from applicants?	<input checked="" type="radio"/> 1 Very Reasonable <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 Very Unreasonable  24 to 48 hours	<b>Level 1</b> No policy  <b>Level 2</b> Policy in Place  <b>Level 3</b> Policy in place and accessible	Level 2	7(b), 8(a), 8(b), 8(c)
13a	Do you provide written decisions, responses and reasons for acceptance or rejection of an application?	Yes – denial letter updated June 8, 2020. Website link will be added to denial letter/document.  <a href="https://nscosmetology.ca/appeal-process">https://nscosmetology.ca/appeal-process</a>	<b>Level 1</b> Upon request, limited documentation and no standard timeline  <b>Level 2</b> Some documentation  <b>Level 3</b> Well-documented process with clearly established timelines	Level 2	8(b), 8(c), 10
13ai	Do you have a formal policy for this process?	A formal policy on Communicating Registration Decisions is under development. .			
13aii	Do you have a standard timeline	Yes – available on website  Up to 4 weeks for a domestic applicant. 6 – 8 weeks for an international applicant.  <a href="https://www.nscosmetology.ca/licences/cosmetology-licence">https://www.nscosmetology.ca/licences/cosmetology-licence</a>			
13b	Do you provide applicants who are not granted registration with information regarding an internal review process (including the opportunity to make submissions respecting such reviews?)	Yes – applicants are provided with an appeal outline / process document, as well as a link to appeal section on website.  Available on website.  <a href="https://www.nscosmetology.ca/appeal-process">https://www.nscosmetology.ca/appeal-process</a>	<b>Level 1</b> Yes – upon request, limited documentation  <b>Level 2</b> Yes – limited documentation  <b>Level 3</b> Yes – well documented process	Level 2	
13c	Based on the previous questions, describe ways your organization could improve the timeliness of your decisions and/or how you could communicate the results.	Authenticating certificate documentation or education.  Sometimes it takes further in-depth research to ascertain whether or not a certificate/document is authentic (if they do not hold a current licence).			

14a	Do you provide information on what documentation of qualifications must accompany an application?	<p>Yes  <i>Checklist and Application Website</i>  <a href="https://www.nscosmetology.ca/licences/cosmetology-licence">https://www.nscosmetology.ca/licences/cosmetology-licence</a></p>	<p><b>Level 1</b>  Documents indicated and communicated verbally</p> <p><b>Level 2</b>  List of required documents indicated on website</p>	Level 2	9(a), 16(3)(a), 16(3)(b), 16(3)(e)
14b	Do you include a process for verification of documentation authenticity?	<p>Yes</p> <p><i>The Association contacts schools, colleges, and licensing bodies to verify documents in the home jurisdiction when possible.</i></p> <p><i>CANS is looking into third party credential recognition organizations for future use (CICIC).</i></p>	<p>Process to verify document authenticity</p> <p><b>Level 3</b>  N/A</p>		
15	Do you provide information on the steps in the registration process including supporting documentation required at the various steps?	<p>Yes</p> <p><i>On website and hard copy (follow-up correspondence to applicant).</i></p> <p><a href="https://www.nscosmetology.ca/licences/cosmetology-licence">https://www.nscosmetology.ca/licences/cosmetology-licence</a></p>	<p><b>Level 1</b>  General information  Not broken into steps</p> <p><b>Level 2</b>  Step by step process indicate where applicant needs to supply information</p> <p><b>Level 3</b>  Step by step process indicate where applicant needs to supply information  Pathway to licensure</p>	Level 2	7(c), 16(3)(a), 16(3)(b)
16	Do you accept alternative information if required documents cannot be obtained for reasons beyond the applicant's control (i.e. a sworn statement in lieu of full documentation)?	<p>Yes</p> <p><i>3<sup>rd</sup> party assessment, sworn Affidavit and reference letters.</i></p>	<p><b>Level 1</b>  Yes – on a case by case basis</p> <p><b>Level 2</b>  Yes – examples documented  Process not clearly laid out or documented</p> <p><b>Level 3</b>  Yes – process clearly documented</p>	Level 1	9(b), 16(3)(c)
17	What difficulties or obstacles are faced by applicants who received their qualifications in a country other than Canada?	<p><i>We have an issue with accurately licensing individuals in certain areas of cosmetology due to differences in training in other countries, or other personal circumstances (eg: someone may be educated in nail technology, but is unable to provide artificial nails due to a medical issue, and as a result is only able to perform manicures and pedicures; or an individual may be educated in body hair removal but requests a licence in sugaring only. In addition, many individuals arrive in Nova Scotia with the ability to perform advanced esthetics, for which we do not have a licence category.) It would be beneficial for CANS to have ONE specific licence category (instead of several), that covers one or more areas that fall under the scope of cosmetology.</i></p> <p><i>Obtaining original documents</i></p>	N/A	N/A	6, 9(b), 16(3)(c)

		<p>Verification of credentials Identifying and participating in gap training programs Access to qualifying exam Language proficiency or professional technical language</p>			
18a	Do you have a process for which requests for access documentation related to registrations are considered?	<p>Yes</p> <p><a href="https://www.nscosmetology.ca/access-to-records">https://www.nscosmetology.ca/access-to-records</a></p> <p>Individual may review their personal file at the Association. Information is available on website or by phone or email. Included in Association's Policies manual.</p>	<p><b>Level 1</b> Not documented</p> <p><b>Level 2</b> Documented</p> <p><b>Level 3</b> Documented and made available to applicants</p>	Level 3	12, 16(3)(j)
18b	Is this made available to applicants?	<p>Yes - By request (telephone or email) and on website.</p> <p><a href="https://www.nscosmetology.ca/access-to-records">https://www.nscosmetology.ca/access-to-records</a></p>			
18c	What information may you exclude?	Internal staff review notes.			
18d	Do you charge a fee?	<p>Yes</p> <p>There is a \$20 charge for review of personal records.</p>			
19	Does your Act include an authority to conduct an internal review of the registration decision?	<p>Yes</p> <p>Act section 52 and By-Law 10</p>	<p><b>Level 1</b> N/A</p> <p><b>Level 2</b> N/A</p> <p><b>Level 3</b> Yes</p>	Level 3	7(a)
20	Do you have a regulation or by-law that defines the internal review process?	<p>Yes</p> <p>Act Section 52(3)(b) and By-Law 10</p>	<p><b>Level 1</b> N/A</p> <p><b>Level 2</b> N/A</p> <p><b>Level 3</b> Yes</p>	Level 3	7(a), 10
21	When are unsuccessful candidates informed of their right to internal review of the registration decision?	<p>Upon application</p> <p>Revise to be included with a registration decision</p> <p><a href="https://www.nscosmetology.ca/appeal-process">https://www.nscosmetology.ca/appeal-process</a></p>	<p><b>Level 1</b> No specific timeline</p> <p><b>Level 2</b> Specific timeline Not documented</p> <p><b>Level 3</b> Specific timeline Documented and communicated</p>	Level 2	7(a), 10(1)
22a	Do you have an internal review process and procedures document (policy document)?	<p>Yes – under revision to meet FRPA requirements.</p> <p>Credential Review Appeal</p> <p><a href="https://www.nscosmetology.ca/appeal-process">https://www.nscosmetology.ca/appeal-process</a>Yes</p>			
23a	With regards to the internal review process you make	<p>When an applicant is denied they are advised in writing and supplied with a copy of the Credential review appeal process/timeline document, a copy of the Act and By-laws.</p>	<p><b>Level 1</b> Not documented</p>	Level 2	7(a), 10, 16(3)(m)

	available to applicants that are not granted registration: summarize the process of the internal review.	<p>Process will be added to the website:</p> <p><a href="https://www.nscosmetology.ca/appeal-process">https://www.nscosmetology.ca/appeal-process</a></p>	<p><b>Level 2</b> Documented</p> <p><b>Level 3</b> Documented and made available to applicant</p>		
23b	Describe the opportunities made available to an applicant to make submissions respecting such review.	<p>On denial applicants are advised of the opportunity to submit additional information and documentation for review.</p> <p>Internal review document attached.</p> <p><a href="https://www.nscosmetology.ca/appeal-process">https://www.nscosmetology.ca/appeal-process</a></p>			
23c	Specify the format for the internal review submission	Written or oral is accepted.			
23d	What is the timeline for submitted supporting evidence?	30 Days			
23e	Do you believe this is enough time to receive supporting evidence from outside Canada?	<p>Yes</p> <p>Typically, applicants have most of the required documentation when they apply and when documents are not available, it tends to be as a result of political unrest or school closure.</p>			
24a	Are the results of the internal review made available to applicants in writing with reasons?	Yes	<p><b>Level 1</b> Yes</p> <p><b>Level 2</b> Yes</p> <p>Specific timeline</p>	Level 2	
i	In what timeframe are the results of the internal review made available to applicants?	20 Days by Email and Mail	<p><b>Level 3</b> Yes</p> <p>Specific timeline and communicated</p>		7(a), 10(3)
24c	Are these timelines communicated?	<p>Yes – in writing by mail.</p> <p>Internal review document will be added to website: .</p> <p><a href="https://www.nscosmetology.ca/appeal-process">https://www.nscosmetology.ca/appeal-process</a></p>			
25	Have individuals who make internal review decisions received appropriate training?	<p>Yes</p> <p>Review Committee is made up of experts in the industry, fully knowledgeable of the Cosmetology Act and its Bylaws, as well as industry and FRPA requirements.</p>	N/A	N/A	7(a), 11, 16(3)(p)
26	Do you have a prohibition that states that ‘no one who acted as a decision-maker in respect of a registration decision acted as a decision-maker in an internal review?	<p>Yes – By-Law 10.4</p> <p>Credential Review Application, page 8 and the Cosmetology Act / By-Laws</p> <p><a href="https://www.nscosmetology.ca/appeal-process">https://www.nscosmetology.ca/appeal-process</a></p>	<p><b>Level 1</b> N/A</p> <p><b>Level 2</b> N/A</p> <p><b>Level 3</b> Yes</p>	N/A	7(a), 10(5), 16(3)(n)

27	Do you have any international agreements (i.e. reciprocal recognition) endorsed by your regulatory body or national organization?	No  <i>Not applicable</i>	N/A	N/A	7
28	Has your organization experienced any unintended consequences— defined as an unintended negative impact on labour market, economic, social or other condition— arising as a result of the implementation of Chapter 7 of the Agreement on Internal Trade?	No  <i>Not applicable</i>	N/A	N/A	3
29	Does your legislation and/or regulations include labour mobility provisions (i.e. the ability to accept applicants already certified in another Canadian jurisdiction regardless of the requirements in the previous jurisdiction)?	Yes  <i>Cosmetology Act, s. 29 and By-laws, section 4.3</i>	N/A	N/A	Chapter 7, CFTA
30	Do you review the requirements of the other provincial regulatory bodies regularly?	Yes  <i>Continued and ongoing review and correspondence with external jurisdictions regarding requirements for licensing.</i>	N/A	N/A	3, Chapter 7, CFTA
31a	Has your organization made any changes to the occupational standards in your legislation, regulations and/or by-laws (i.e. entry to practice standards, continuing education requirements, codes of ethics) within the last two years?	No	N/A	N/A	



31b	If yes, did you work with the Labour Mobility Coordinator or a Provincial Government representative to complete an AIT notification (i.e. notification form sent prior to approval that informs other Canadian jurisdictions of the proposed change)?	<i>No</i>	N/A	N/A
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## Action Plan

In accordance with the Fair Registration Practices Act, the FRPA Action Plan outlines the measures that the CANS has agreed to work towards.

### Non-Compliance Issues

The following action addresses a registration practice that currently contravenes the FRPA. Relevant sections of the Act are referenced. The CANS will address this priority item in the short-term with report back to the FRPA Review Office on completion of the action.

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
1	<ul style="list-style-type: none"> <li>Document acceptable alternative information to be provided by an applicant who cannot obtain documentation of qualifications for reasons beyond the applicant's control.</li> </ul>	Q.16	9(b), 16(3)(c)	Develop an acceptable alternative documents policy – July 31, 2020.

## Further Recommendations / Next Steps

The actions listed in this section address registration practices that meet a minimum level of compliance with the FRPA. These actions focus on areas for improvement, including one item carried forward from the previous action plan. CANS will address these actions over the next two years.

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
1	<ul style="list-style-type: none"> <li>Ensure that all information pertaining to registration practices is available to applicants in a clear and understandable form. Enhance the following information on the CANS website:               <ul style="list-style-type: none"> <li>Add link from the NS Applicant webpage to the application form</li> <li>Add link from the NS Applicant webpage to the Student Permit webpage</li> <li>Continue to improve website navigation including links to all registration forms and guidelines</li> <li>Enhance Out of Country Applicant webpage with a step by step registration process that includes steps</li> </ul> </li> </ul>	Q.1, 2	7, 16(3)(g)	<p>Link as been added in the NS Applicant section to the application form.</p> <p>Link has been added in the NS Applicant section to the Student Permit page.</p> <p>Out of Country section on website has been updated to outline step by step process, including steps that can be performed prior to arriving in Canada.</p> <p>Website improvements are ongoing; however, majority of content was completed mid-June 2020.</p>

	that can be taken before arrival in Canada			
2	<ul style="list-style-type: none"> <li>Develop a policy on communicating registration decisions to clarify: <ul style="list-style-type: none"> <li>Written responses</li> <li>Reasons for unsuccessful registration</li> <li>Timelines</li> <li>Inclusion of internal review process with decisions where the applicant has not been successful</li> </ul> </li> </ul>	Q.13, 21, 24	7(a), 8(b),(c), 10	Association Policy Manual is being updated to reflect credential review applications, processes, and outcomes. Policy manual changes will require Board approval.
3	<ul style="list-style-type: none"> <li>Enhance accessibility for all streams of applicants to criteria used to assess whether the requirements for licensure have been met, including: <ul style="list-style-type: none"> <li>Credential Review Assessment Instructions</li> <li>List of approved education programs</li> <li>Information on provincial exams</li> </ul> </li> </ul>	Q.5	7(d), 16(3)(b)	Website has been updated to include assessment considerations and information regarding Provincial examinations.
4	<ul style="list-style-type: none"> <li>Enhance information on pathways to licensure for all streams of applicants to include not only the requirements, but also the process and documents required at the various stages of registration.</li> </ul>	Q.15	7(c), 16(3)(a),(b)	Website has been updated to include all streams of applications, with the addition and breakdown of Nova Scotia resident applicants, Canadian applicants and international applicants, as well as the requirement for possible 3 <sup>rd</sup> party credential recognition assessment.
5	<ul style="list-style-type: none"> <li>Enhance the Appeal Process to include all components that support objective and impartial decision-making, including: <ul style="list-style-type: none"> <li>Timeframes (how long before a hearing will be scheduled)</li> <li>Written decisions with reasons</li> <li>Clarify members of the Review Committee and Executive Director is not a member</li> </ul> </li> </ul>	Q. 22, 23, 24, 26	7(a), 10, 16(3)(m),(n)	Appeal process section has been added to website to include step-by-step process and timeframes, as well as inclusion of a “no member who was a part of the original decision...” clause.

	- How applicant is informed of their right to appeal (Link to appeal process included with denial letter).			
6	<ul style="list-style-type: none"> <li>Third-party carry-over action: Develop a policy to periodically review the assessment practices of 3<sup>rd</sup> party career colleges performing credential assessments to ensure they are being conducted transparently, impartially, objectively, and in a procedurally fair manner.</li> </ul>	Q.9	16(3)(i)	<p>Discussing policy for 3rd party assessment.</p> <p>CANS is looking into third party credential recognition organizations for future use (ie: CICIC, et al).</p>
7	<ul style="list-style-type: none"> <li>Upgrade registration database to track each license issued, not just members. Must be able to track information required for the FRPA Annual Survey including: <ul style="list-style-type: none"> <li>- date each application is received</li> <li>- registration decision for each application including type of license issued. If more than one license is issued to a member, these must be recorded separately</li> <li>- Date the registration decision is made</li> <li>- Place where qualification or most recent certification was obtained</li> <li>- Application closed/withdrawn date</li> <li>- Date appeal received</li> <li>- Result of appeal</li> <li>- Date of the appeal decision.</li> </ul> </li> </ul>	Annual Survey	16(3)(f),(l),(o),(q)	CANS currently keeps track of all applicants in an Excel format. Will look into adding information to database in the future.

## Disclaimer

The Cosmetology Association of Nova Scotia (CANS) hereby declares that the information contained in this report is a true and accurate representation of current registration practices of their organization.

  
\_\_\_\_\_  
Executive Director

  
\_\_\_\_\_  
Date

## Appendix

- ✓ Blank Application Form

**Credential Review**  
**Application for Cosmetology**  
**Registration & Licensure in Nova Scotia**

**PLEASE NOTE: APPLICANTS MUST RETURN ENTIRE APPLICATION EVEN IF PAGES ARE BLANK.**

Under Section 24 of the Nova Scotia *Cosmetology Act*, 2012, c. 39 (the “*Cosmetology Act*”) and its By-Laws, the Executive Director of the Cosmetology Association of Nova Scotia has the authority to request from an applicant information to establish that s/he has completed the required cosmetology occupational training and/or work experience for the category of licence for which they wish to apply.

An applicant for licensing must meet entrance requirements including proof that the applicant has completed grade 12 (by providing a high school or General Educational Diploma “GED” diploma) or the equivalent thereto (and provide, if required, proof of language proficiency testing at a Canadian English Benchmark minimum level 5 in all areas). The Executive Board of Directors may waive minimum entrance requirements in special circumstances for persons with disabilities or other social disadvantages (such as war, flood, fire, etc. Please contact the Cosmetology Association directly if any of these situations apply to the applicant.) The Board must be satisfied that the applicant is likely to be successful in the study and practice of cosmetology.

**\$150 Credential Review Fee** (plus applicable taxes)

The Credential Review Fee is non-refundable and must be paid in full to the Cosmetology Association of Nova Scotia (the “Association”) along with this form filled out in its entirety (including Schedule D), and all other supporting documentation. ***The Association will not review an incomplete application.*** Please refer to the **Application Checklist on page 7** to ensure that all documents required are submitted.

**1. Licence Category**

Licensing fees are attached hereto as Schedule B. Please indicate with a checkmark the licence category for which you are applying:

- Cosmetologist (Hairdressing)
- Master Cosmetologist (Hairdressing)
- Cosmetologist (Esthetics)
- Master Cosmetologist (Esthetics)
- Nail Technician
- Makeup Artist
- Body Hair Removal Services
- Eyelashes
- Specific Licence – a specialized scope of practice found under the broad definition of “cosmetology” in the *Cosmetology Act*, 2012, c. 39, s. 2 (e) (i)–(vi)
- Master Cosmetologist Instructor (please circle one)  
**Hairdressing Esthetics Specific** \_\_\_\_\_

*\*Specific licence categories: Make-Up, Nail Technology, Eyelashes, and Body Hair Removal*

**PLEASE NOTE: Incomplete applications will expire 90 days post submission.**

## 2. Applicant Information (please print clearly)

In addition to the information requested below, please also include in your application a copy of one (1) of the following pieces of identification:

- Canadian Driver's Licence
- Government issued photo ID
- Canadian Passport

\_\_\_\_\_  
Last Name

\_\_\_\_\_  
First Name, Middle Name

\_\_\_\_\_  
Street Name and No.

\_\_\_\_\_  
City

\_\_\_\_\_  
Apt./Unit No.

\_\_\_\_\_  
Province/Territory/State

\_\_\_\_\_  
Postal/Zip Code

\_\_\_\_\_  
Country

\_\_\_\_\_  
Telephone – Home, Cell, or Other

\_\_\_\_\_  
Email Address

Date of Birth: \_\_\_\_\_ (dd/mm/yy)

If you wish to declare you are of aboriginal descent for tax purposes, please specify:

Yes  No If yes, please indicate your Status Identity Card No.: \_\_\_\_\_

## 3. Consent to Disclose

Release of information: it is understood that the Association may use and/or release any information or documentation submitted by an applicant for document verification, as well as any licensing and/or statistical purposes.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Applicant Signature

## 4. Acknowledgement

Please indicate with a checkmark inside each box to confirm that you have read and understand each of following statements regarding the credential review process:

- An incomplete application may cause the Association to request supplementary documents and prolong the application process.
- The application process may take between six 6 and 8 weeks.
- There will be no refund of the application fee once submitted.
- It is understood that all documents and information submitted become the property of the Association and will not be returned (applicant may request to review documents). The Cosmetology Association does not provide copies.
- It is understood that documents not provided in English will require official certified translation before being submitted to the Association and that any costs associated with document translation are the responsibility of the applicant.
- It is understood that if the documentation provided with this application does not meet the requirements of the *Cosmetology Act*, 2012, c. 39, I may be requested to obtain a Credential Review Assessment for General Academic Purposes (for more information on Credential Recognition, please contact the Cosmetology Association).



**5. Licensure Registration:**

Do you hold a **current and valid** licence from another regulatory body? (Example: Red Seal Journeyperson, Cosmetology Association of New Brunswick, PEI Hairdressers' Association, etc.)

- Yes – please fill out the required fields in the box below
- No – please **continue to s. 6** - “Occupation Training”

**IMPORTANT:** Applicants who hold a current Red Seal or cosmetology licence **must** include in their application a **letter of good standing** from the regulatory authority that issued the licence in the same capacity.

<b>Original Regulatory Body</b>		
_____ Organization Name	_____ City / Town	
_____ Province/State/Territory	_____ Country	_____ Contact Phone Number
_____ Licence Number	_____ Date Issued	_____ Date Expired

<b>Current Regulatory Body (if different than original)</b>		
_____ Organization Name	_____ City / Town	
_____ Province/State/Territory	_____ Country	_____ Contact Phone Number
_____ Licence Number	_____ Date Issued	_____ Expiry Date

**Note:** Applicants who hold a current Red Seal or cosmetology licence **may stop here** and continue the application at s. 10 - “Schedule D – Application for a Licence to Practice Cosmetology”.

**Please Note:**

A valid Licence or Certification from another regulatory body means that you have a certificate, license, registration, or any other form of official documentation, **issued by a regulatory body**. This does not include a diploma issued by a public or private college or school.





**8. Supplementary Courses (Post Graduation)**

Please list completed **cosmetology** courses (taken **after** graduation from Cosmetology school/college) applicable to the licence for which you are applying. This may include one-day training or weeklong professional development opportunities in technical or business training. For a licence upgrade, applicant must have 3 approved credits, consisting of 3 practical or 2 practical and one approved business course. List the three most recent and/or relevant below. **Attach copies of certificates.**

\_\_\_\_\_  
Course Name

\_\_\_\_\_  
City / Town

\_\_\_\_\_  
Province/State/Territory

\_\_\_\_\_  
Country

\_\_\_\_\_  
Course Provider Contact

\_\_\_\_\_  
Contact Phone Number

\_\_\_\_\_  
Course Start Date

\_\_\_\_\_  
Course End Date

\_\_\_\_\_  
Course Name

\_\_\_\_\_  
City / Town

\_\_\_\_\_  
Province/State/Territory

\_\_\_\_\_  
Country

\_\_\_\_\_  
Course Provider Contact

\_\_\_\_\_  
Contact Phone Number

\_\_\_\_\_  
Course Start Date

\_\_\_\_\_  
Course End Date

\_\_\_\_\_  
Course Name

\_\_\_\_\_  
City / Town

\_\_\_\_\_  
Province/State/Territory

\_\_\_\_\_  
Country

\_\_\_\_\_  
Course Provider Contact

\_\_\_\_\_  
Contact Phone Number

\_\_\_\_\_  
Course Start Date

\_\_\_\_\_  
Course End Date

**9. Letters of Recommendation**

Please attach three (3) reference letters (can be 2 employment and 1 character reference) confirming recent cosmetology experience applicable to the licence for which you are applying. For example: a letter from a client, a college instructor, employer, a police officer, a clergy member, your doctor, etc.

**10. Schedule D – Application for a Licence to Practice Cosmetology**

Please fill out (in its **ENTIRETY including reason for request**) and sign a copy of Schedule “D” attached to this application.

## 11. Payment: \$150 + HST

<p><b>Method of Payment</b> (Please check one) <i>Fees are non-refundable</i></p> <p><input type="checkbox"/> Certified Cheque (payable to the Cosmetology Association of Nova Scotia)</p> <p><input type="checkbox"/> Money Order (payable to the Cosmetology Association of Nova Scotia)</p> <p><input type="checkbox"/> Debit</p> <p><input type="checkbox"/> Cash</p> <p><input type="checkbox"/> Credit</p>	<p>If you selected "Credit," please fill out the information below to begin the Credential Review process. <b>All information provided is strictly confidential.</b></p> <p>_____</p> <p>Name of Card Holder</p> <p>_____</p> <p>Card Number</p> <p>_____</p> <p>Card Expiry Date</p> <p>_____</p> <p>Card Holder Signature</p> <p>Please contact the Cosmetology Association directly with 3-digit PIN number located on the back of your credit/debit card.</p>
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## 12. Application Checklist

Please review the checklist below to ensure you have provided the Cosmetology Association of Nova Scotia with all required fees (See attached Schedule B), forms, and documents required for the credential review.

**Included in my credential review package, I have submitted:**

### SECTION 5 APPLICANTS

- Credential Review Application Fee
- Credential Review Application Form
- Valid Canadian Gov't issued Photo ID (front and back)
- Valid Cosmetology Licence
- Letter of Good Standing

### ALL OTHER APPLICANTS

- Credential Review Application Fee
- Credential Review Application Form
- Valid Canadian Gov't issued Photo ID (front and back)
- Resume
- Copy of cosmetology school / college diploma and/or certificate
- Copies of supplementary course certificates (*if applicable*)
- Copies of school/college transcripts (relevant to cosmetology industry)
- Three (3) letters of recommendation
- Proof of English Language proficiency testing (if first language is not English)

**Is there a job offer pending the outcome of this application?** \_\_\_\_\_

**If so, please provide salon name and location:** \_\_\_\_\_

**13. Affidavit in Support TO BE SIGNED PRIOR TO RECEIVING QUALIFICATION**

Once all applicable fees have been confirmed received by the Association, the applicant may attend at the Association office located at 126 Chain Lake Drive in Halifax to execute an Affidavit in Support (if applicable). The Affidavit in Support confirms that you have read, are aware of, and understand the legislation and by-laws that govern the practice of cosmetology in Nova Scotia, you are at least 18 years of age and you are a Canadian citizen or have landed immigrant status (work or study permit).

**THANK YOU FOR YOUR APPLICATION PACKAGE SUBMISSION.**

The Cosmetology Association of Nova Scotia will conduct a credential review and you will be notified of the results when the review process is complete (**between 6 and 8 weeks**). Should your application be denied, the response letter will include the reasons why and the options available to you so that you may become licensed.

Should your application be approved, please refer to Schedule B attached hereto for fees associated with examination and administration.

**Disclaimer:** *The Cosmetology Association of Nova Scotia enforces the following: an individual who acts as a decision-maker in respect to a registration outcome does not and cannot act as a decision-maker in an internal review.*

## Schedule B

### Annual Licensing Fees : for all categories of licence

One-time Administrative Fee (payable by all applicants for licence and permits)	\$55
Cosmetologist (Hairdressing or Esthetics)	\$75
Master Cosmetologist (Hairdressing or Esthetics)	\$80
Master Instructor (Hairdressing or Esthetics)	\$85
Specific Licence	\$75
Specific Instructor	\$85
Graduate	\$75
Temporary (Graduate, Transfer)	\$75
Visitor	\$75
Associate Member (Salon Owner, Beauty Supply Company, Former/Retired cosmetologists)	\$75

### Annual Cosmetology Establishment Fees

1 Cosmetologist	\$70
2 – 5 Cosmetologists	\$80
6 – 10 Cosmetologists	\$115
11+ Cosmetologists	\$140
Salon/Spa Relocation Fee	\$150
Annual Mobile Services Permit (payable in addition to Cosmetology Establishment Fee)	\$70
Salon/Spa Proprietor Application/Registration Fee	\$250

### Examination Fees

Examination (for all exams)	\$150
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### Annual School/College Fees

Student Enrolment	\$55
Examination Fee	\$150
1 <sup>st</sup> DNA	\$210
2 <sup>nd</sup> DNA	\$260
3 <sup>rd</sup> DNA	\$310
School Opening	\$800
School Relocation	\$200
School Permit Fee (1 – 50)	\$200
School Permit Fee (51+)	\$300
Program Review/Registration Fee	\$150
Instructor Application	\$100

### Other

Credential Review Fee	\$150
Late Registration Permit/Licensing Fee (applied on January 1)	\$25
Copy of Licence/Certificate	\$20
NSF Fee	\$40

**\*\*\* HST payable on all fees \*\*\***

*These fees may be amended by the Board, at its sole discretion, from time to time.*

**Schedule D**

Cosmetology Association of Nova Scotia  
Application for a Licence to Practice Cosmetology

Please send completed form to:

Cosmetology Association of Nova Scotia  
126 Chain Lake Drive  
Halifax, NS B3S 1A2  
Telephone: (902) 468-6477  
Facsimile: (902) 468-7147

Category of  
Licence being applied for: .....

Name: .....

Home address: .....  
.....  
.....  
.....

Home phone number: .....

Mobile phone number: .....

Email address: .....

Business address: .....  
.....  
.....  
.....

Business telephone number: .....

Business fax number: .....

Reason for request: .....

***Education and Training***

School attended: .....

Completion date: .....

Designation received: .....



Employment history:

.....  
.....  
.....  
.....  
.....

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature