
DENTURIST
LICENSING BOARD
OF NOVA SCOTIA
(DLBNS)

Fair Registration
Practices Act (FRPA)
Review
July 2019

Province of Nova Scotia

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Executive Summary

The Denturist Licensing Board of Nova Scotia (DLBNS)'s 2019 Action Plan was developed in response to the recommendations resulting from the Fair Registration Practices Act (FRPA) Review Process. These actions will support fairer assessment of all applicants and registration practices that are consistent with the FRPA.

Despite the challenges faced by smaller regulatory bodies, the DLBNS's participation in the 2019 FRPA review process demonstrates that they are interested in working towards improving their registration practices. The DLBNS has demonstrated a keen interest in developing new policies and working with the Review Office to ensure their compliance with the FRPA. We look forward to seeing the DLBNS make progress in developing their regulatory capacity and ensuring that registration practices are transparent, objective, impartial, and procedurally fair.

In this context, I expect the DLBNS to implement the following recommendations identified during the 2019 FRPA review process:

- Ensure that all regulations and requirements of registration are compliant with FRPA
- Develop a section of the website dedicated to registration information. This section of the website should include the following:
 - Registration forms
 - Registration requirements, displayed as a step-by-step process for all streams of applicants, including internationally educated applicants
 - A complete registration fee schedule
 - Requirements for translation of documents.
- Develop a standard of assessment for the provincial exam and make this information available to potential applicants.
- Develop policies addressing the following aspects of registration:
 - Accommodating applicants with physical or mental disabilities
 - Assessing international qualifications
 - Communicating decisions to applicants
 - Accepting alternative information if required documents cannot be obtained for reasons beyond the applicant's control
 - Processing requests for access to documentation related to registration
 - The internal review process for registration decisions.

We truly appreciate the cooperation of DLBNS in the FRPA review process and thank the Registrar Maureen Hope for her participation.

Sincerely,



Patricia Mertins
Review Officer, Fair Registration Practices Act (FRPA)

Introduction

The purpose of the Fair Registration Practices Act (FRPA) Review is to share the Review Officer's understanding of the Denturist Licensing Board of Nova Scotia's (DLBNS) practices regarding the fair consideration of individuals applying for registration.¹ During the FRPA Review Process, a regulatory body's registration practices are measured against both the specific and general duties outlined in the *Fair Registration Practices Code*—all of which encompass the overarching principles of transparency, objectivity, impartiality and procedural fairness.²

The analysis is based on the FRPA Review Officer's work with the DLBNS to date. The *Denturist Licensing Board of Nova Scotia 2018 Review* captures the results of the FRPA Review Process and includes an Action Plan that holds the DLBNS accountable for continuous improvement within two years of the review.

Through the 2018 FRPA Review, the FRPA Review Officer aims to build on the work of the DLBNS to date and identify opportunities to further improve and evolve registration practices.

¹ 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

² 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.

Context of the Profession in Nova Scotia

Occupational Profile

A Denturist is defined as a dental health care professional who provides denture care directly to the public. A Denturist is an independent self-regulated professional who works with other oral health care providers, including Dentists, Dental Hygienists, Dental Technicians, and Oral Surgeons, as part of the Dental Health Team to provide the best denture care and service to their patients.

Denturists can provide consultation, examination and diagnosis for treatments, prescribe and fit removable partial or complete dentures and refer to other health care providers for necessary services, such as general dentists, oral surgeons, medical practitioners, etc.

Organizational Description

The Denturist Licensing Board of Nova Scotia is the governing body established by the *Denturists Act* to regulate the denturism profession in Nova Scotia.

The DLBNS mandate is to ensure the public receives competent, effective and ethical denture services as set out in the *Denturists Act*. The DLBNS initiates, reviews, and proposes amendments to the *Denturists Act* and Regulations respecting scope of practice, educational and ethical standards. The DLBNS provides dispute and complaint oversight assistance for denturists and their patients.

Active Membership Requirements

All Registered Denturists must meet the registration requirements as outlined below re “Registration Requirements”. All denturists must complete an annual renewal and demonstrate that they are in compliance with all licensing requirements, including continuing education, minimum hours of practice, and pay the applicable fees.

Registration Requirements

As set out in section 15 (a) through (e) of the *Denturists Act* and section 3 (a) through (f) of the *Denturists Regulations*, applicants must meet the following requirements to be registered and to be issued a license to practice.

The following are the current requirements for registration as a denturist in Nova Scotia:

Applicants must:

1. Complete a denturism program at an accredited school;
2. Successfully complete the certification examination;
3. Be of good character; and
4. Hold professional liability insurance coverage or another form of malpractice coverage to a minimum amount of \$1,000,000.

CFTA Transfers

The *Denturists Regulations* refers directly to CFTA applicants in s. 3(e)(ii):

“if the applicant holds a current license to practice denturism in another province or territory, demonstration of proof of registration and licensure for the scope of practice of denturism intended to be practiced in the

Province, or, if that proof is not available, demonstration of such other proof of competency as required by the Board.”

The Denturist Licensing Board of Nova Scotia requires that applicants already registered as a denturist in another Canadian jurisdiction submit the following in order to demonstrate their eligibility for licensure:

Applicants will be required to ensure that all necessary documentation is provided to the DLBNS whether from the originating jurisdiction or the original source such as a transcript from an accredited school of denturism in Canada. In addition, applicants must demonstrate that they meet all the registration and licensing requirements, such as proof of identity, evidence of currency in practice and continuing education, legal authorization to work in Canada, professional liability insurance, and in good standing.

International Applicants

Although the DLBNS has never had an international applicant, a policy compliant with FRPA requirements will be completed and available on the DLBNS website within two years.

Organizational Structure and Staffing

The DLBNS is governed by a Board of Directors appointed by the Governor in Council, four of whom shall be Denturists and three of whom shall be persons who are not Denturists.

The Board has one part-time contract employee who is the Registrar of the Board, and who also acts, under the supervision of the Board, as administrative manager, and as such oversees the day to day operations of the Board, including general management, dispute resolution, addresses all correspondence, and acts as liaison between the Board its legal advisers, and ensures compliance with the Denturists Act.

The Board, in conjunction with the Denturist Society of Nova Scotia, appoints and maintains committees for Continuing Education requirements, Investigations, Insurance coverage, and maintaining the currency of the Code of Ethics of the Denturist Society of Nova Scotia.

Types of Licenses/Certificates Issued

The *Denturists Act* and Section 7 (1) through (4) of the Denturists Regulations permit the DLBNS to issue “Practising and Non-Practising” licenses. Sections 13 and 14 refer specifically to “Provisional Licensing” which enables a qualified licensed Denturist to practice for a period of not more than three months

Overview of Registration Process

Registration Information

The DLBNS website (www.nsdenturistboard.ca) contains the application form for Canadian-educated registrants and includes links to the *Denturists Act*, *Regulations*, and the *Code of Ethics*. Telephone, email, and office address contact information for the DLBNS and the Registrar is available on the DLBNS website. The website is currently being updated to include an application form, policies, and information for international and Canadian-educated applicants which will bring the site to compliance with FRPA requirements.

Registration Process

Each applicant must meet the registration requirements as outlined in the *Denturists Act*, Section 15 (a) to (e), and Denturists Regulations in Section 7, Section 3 (a) to (f).

In order to obtain a license with the DLBNS, an applicant must follow this process:

1. Complete and submit the application form on the website.
2. Provide required documentation and information:
 - a. A copy of a transcript and diploma from an accredited school of denturism.
 - b. Proof of identity:
 - i. Unmounted passport-sized photograph
 - ii. A birth certificate or other identification document
 - iii. Proof that the applicant is legally entitled to live and work in Canada
 - c. Evidence of good character.
 - d. Other information that the Board requires.
 - e. Proof of good standing if the applicant is licensed in another jurisdiction
 - f. Information on any criminal offence for which the applicant has been convicted and for which a pardon has not been granted.
 - g. Proof of professional liability insurance coverage or another form of malpractice coverage of a minimum amount of \$1000000
 - h. A declaration of intent to practice denturism in Nova Scotia
3. Pay the application fee.
4. Successfully complete the certification exam within 16 months before registration.
5. The DLBNS will assess the applicant's credentials and schedule an interview with the applicant.
6. The Registrar will render a decision and provide it to the applicant by mail.
7. Upon receipt of an acceptance letter, the applicant will pay the annual licensing fee.
8. Upon receipt of the annual licensing fee, the DLBNS will issue a Denturists License.

Cost of Registration (including payment methods)

Registration Fees:	n/a
Examination Fee:	\$ 5,000
Full year	\$ 800 (Can be paid quarterly by cheque)
Professional Corporation	\$ 25 (Must be paid at beginning of licensing year)

The DLBNS can waive or adjust fees, at their discretion, for recent graduates and/or new registrants or after consideration of other mitigating factors, such as illness.

2017 Registration Data

The following is a copy of the information provided to the FRPA Review Office through the Annual Assessment Questionnaire.

#	Question	Response
1	Total number of individuals with practicing licenses/certifications. Do not report on any licenses or certificates you issue to a business, school or group.	40
2	Number of registrations for the reporting year, from applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) in NS, new applicant. 	0
	<ul style="list-style-type: none"> Received qualifications in Canada, new applicant - n/a for trades - issue a Certification of Qualification. 	0
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) internationally, new applicant. 	0
	<ul style="list-style-type: none"> AIT/CFTA Transfers, applicants already registered in another Canadian jurisdiction. 	0
	<ul style="list-style-type: none"> Total number of applicants. 	0
3	Types of practicing licenses/certificates you issue and total number of individuals for each type identified for the reporting year.	
	<ul style="list-style-type: none"> License/certificate name: Denturist License 	40
4	Number of completed applications submitted by applicants who received their qualifications as indicated below.	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) in NS, new applicant: <ul style="list-style-type: none"> Accepted: 0 Rejected: 0 Still in process: 0 Withdrawn: 0 File inactive or closed: 0 	
	<ul style="list-style-type: none"> Received qualifications in Canada, new applicant: <ul style="list-style-type: none"> Accepted: 0 Rejected: 0 Still in process: 0 Withdrawn: 0 File inactive or closed: 0 	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) internationally, new applicant: <ul style="list-style-type: none"> Accepted: 0 Rejected: 0 Still in process: 0 Withdrawn: 0 	

	<ul style="list-style-type: none"> ○ <i>File inactive or closed:</i> 	0
	<ul style="list-style-type: none"> ● CFTA transfers, applicants already registered in another Canadian jurisdiction: 	
	<ul style="list-style-type: none"> ○ <i>Accepted:</i> 	0
	<ul style="list-style-type: none"> ○ <i>Rejected:</i> 	0
	<ul style="list-style-type: none"> ○ <i>Still in process:</i> 	0
	<ul style="list-style-type: none"> ○ <i>Withdrawn:</i> 	0
	<ul style="list-style-type: none"> ○ <i>File inactive or closed:</i> 	0
5	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.	
	<ul style="list-style-type: none"> ● Province/Territory 	0
6	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).	
	<ul style="list-style-type: none"> ● Country 	0
7	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.	
	<ul style="list-style-type: none"> ● Received qualifications (training/work experience for trades) in NS, new applicant: 	0
	<ul style="list-style-type: none"> ● Received qualifications in Canada, new applicant: 	0
	<ul style="list-style-type: none"> ● Received qualifications (training/work experience for trades) internationally, new applicant: 	0
	<ul style="list-style-type: none"> ● CFTA transfers, applicants already registered in another Canadian jurisdiction: 	10 business days
8	Average registration process time (or application approval) for those who received their qualifications as indicated below.	
	<ul style="list-style-type: none"> ● Received qualifications (training/work experience for trades) in NS, new applicant: 	N/A
	<ul style="list-style-type: none"> ● Received qualifications in Canada, new applicant - n/a for trades - issue a Certification of Qualification 	10 business days
	<ul style="list-style-type: none"> ● Received qualifications (training/work experience for trades) internationally, new applicant 	25 business days
	<ul style="list-style-type: none"> ● CFTA transfers, applicants already registered in another Canadian jurisdiction 	10 business days
9	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.	
	<ul style="list-style-type: none"> ● Received qualifications (training/work experience for trades) in NS, new applicant: 	N/A
	<ul style="list-style-type: none"> ● Received qualifications in Canada, new applicant: 	Annual licensing fee of \$800.00 Other:0

	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) internationally, new applicant 	Applicant's Costs: Credential Assessment and Police Report Board Cost: Licensing Fee
	<ul style="list-style-type: none"> CFTA transfers, applicants already registered in another Canadian jurisdiction: 	Licensing Fee
10	Number of appeals, internal reviews or challenges related to a registration decision from applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) in NS, new applicant: 	0
	<ul style="list-style-type: none"> Received qualifications in Canada, new applicant: 	0
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) internationally, new applicant 	0
	<ul style="list-style-type: none"> CFTA transfers, applicants already registered in another Canadian jurisdiction: 	0
	<ul style="list-style-type: none"> Total number of appeals, internal reviews or challenges related to a registration decision: 	0
11	Length of time the appeals or internal review process took for applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) in NS, new applicant: 	0
	<ul style="list-style-type: none"> Received qualifications in Canada, new applicant: 	0
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) internationally, new applicant: 	0
	<ul style="list-style-type: none"> CFTA transfers, applicants already registered in another Canadian jurisdiction: 	0
12	What does registration with your organization authorize?	Scope of Practice rights and Rights to use a professional designation

Fair-access Analysis

Per Section 16 of the Act, the registration practices of a regulating body must be reviewed and a public report produced. The FRPA Office works with the regulatory bodies to assess their registration practices against the Fair-access Guidelines listed below and develop an Action Plan to help each organization comply with the Act and improve their registration practices.

The DLBNS's responses to the FRPA Review Survey are detailed below, along with the Review Findings determined by the Review Officer in accordance with the Act.

FRPA Review Questionnaire and Assessment

	Question	Respondent Answer	Compliance Guideline	Review Finding	FRPA Reference
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><i>Internet</i> <i>Email</i> <i>Telephone</i></p> <p><i>We have had enquiries but have never had a foreign applicant wanting to practice denturism in Nova Scotia. We have not developed an application form for foreign applicants. Enquiries are forwarded to our website and referred to our Act and Regulations.</i></p> <p><i>All communication between potential applicants has been by telephone and/or email</i></p> <p><i>Our Policy on Registration Practices is in the process of being developed and will be on our Website within 2 years.</i></p>	<p>Level 1 Paper forms and information made available to applicants via regular post, Telephone</p> <p>Level 2 E-mail forms and information, telephone. Forms and information can be downloaded from website to be emailed / faxed / mailed in after completion</p> <p>Level 3 Automated on-line form on website and information is easily accessible on a website Process in place for applicants to track application status</p>	Level 1	16(3)(g)

1b	Can applicant begin the process outside of Canada?	<p><i>Yes – Potential applicants would be advised that they visit the Website. They would also be advised that their credentials must be assessed by WES and forwarded to the Registrar.</i></p> <p><i>Prearrival activities and supports will be provided in a separate section on the DLBNS Website for international applicants within 2 years</i></p>	<p>Level 1 No</p> <p>Level 2 Yes</p>	Level 1	
2	Please provide a link to your website.	<p>www.nsdenturistboard.ca</p> <p><i>The DLBNS plans on bringing their website to full compliance with the FRPA within 2 years. There is link to the application form.</i></p>	<p>Level 1 No website</p> <p>Level 2 Website is not up to date</p>	Level 1	16(3)(g)
2a	I believe that information on our website is: clear and understandable, written in plain language?	<p><input type="radio"/> 1 (Strongly Agree)</p> <p><input checked="" 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 does not have a link for international applicants. Nor does it contain all forms and guidelines. Will be fully complaint within 2 years.</i></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</i></p> <p><i>Policy Change</i></p> <p><i>News Postings</i></p>	<p>Level 3 Website content is reviewed for accuracy and updated annually</p>		
2c	When was the section of the website pertaining to registration last updated?	<p><i>Within the last year our application was put on the website, as well as a copy of our Act and Regulations. The Website is currently being updated to the registration process. This will be finalized within 2 years.</i></p>	<p>Website is in plain language</p> <p>Website is easy to navigate (e.g. international applicants)</p> <p>Website contains all forms and/or guidelines</p> <p>Information on pathway to licensure</p>		

3a	Are your requirements (e.g. education, work experience, examination and fees) for registration specified by legislation, regulation and/or policy?	<p><i>Legislation Regulation</i></p> <p><i>Policy under development and will be on the DLBNS Website within 2 years</i></p>	<p>Level 1 Policy describing the registration process does not exist or is not documented</p> <p>Documents only available upon specific request</p> <p>Level 2 Policy exists to describe certain aspect of registration process</p> <p>Available to the applicant</p> <p>Level 3 Policy exist to describe all aspects of the registration practices</p> <p>Available to the applicant</p>	Level 1	7(a), 7(c), 7(f), 16(3)(a), 16(3)(d)
3b	Specify the appropriate section(s)	<p><i>Denturists Regulations, Section 5 through 15.</i></p> <p><i>Policy under development and will on the DLBNS Website within 2 years</i></p>			
3c	Is this information made available to applicants	<p><i>Yes</i></p> <p><i>Legislation on the Website</i></p> <p><i>Policy being developed for the Website within the next two years</i></p>			
4	Are you waiting for legislation to be passed?	<p><i>Yes</i></p> <p><i>We are waiting for amendments to the current Denturists Act</i></p>	N/A	N/A	
5a	Is the criteria for meeting the requirements of registration documented?	<p><i>Yes</i></p> <p><i>Section 15 (a) to (e) of the Denturists Act and; Section 3 (a) to (f) (viii) of the Denturists Regulations.</i></p>	<p>Level 1 Criteria is made available to applicants verbally but no supplemental documentation</p> <p>Level 2 Criteria is documented and</p>	Level 1	7(d), 16(3)(b)
5b	Do you provide applicants with the description of the criteria used to assess whether the requirements	<p><i>Yes, as specified in the current Denturists Act Section 15 (b) to (e) and the Denturists Regulations Section 3 (a) to (f) and; Section 5 to 8 of the Board Regulations</i></p>			

	have been met (i.e. the number of years of schooling needed to be considered equivalent to a degree)?		made available to applicants Limited information about the standard you will be assessed against Level 3 Criteria is documented and made available to applicants 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?	<i>Email</i> <i>Telephone</i> <i>Website (being updated)</i> <i>Our application and supporting documentation is required in English. If it is any other language, they will need to have the documents translated by a certified translator (WES).</i> <i>Section 11 (a) (iv) of the Board Regulations</i> <i>Policy under development to be on the DLBNS Website within 2 years</i>	Level 1 No indication of translation requirements Available to applicants upon request Level 2 Translation requirements indicated but not specific Available to applicants Level 3	Level 1	7(a)

			Translation requirements documented with specific instruction Available to applicants		
7	Do you have a streamlined registration process for those applicants already registered in another Canadian jurisdiction (as per Chapter 7 Canadian Free Trade Agreement)?	Yes <i>Section 3(e) (ii) of the Denturists Regulations. “If the applicant holds a current license to practice denturism in another province or territory, demonstration of proof of registration and licensure for the scope of practice of denturism intended to be practiced in the Province, or, if that proof is not available demonstration of such proof of competency as required by the Board”</i>	Level 1 Yes – process not documented Level 2 Yes – process documented Level 3 Yes – process documented and made public on website Any additional requirements approved by government are explained on website	Level 1	3
8	Does your organization make accommodation for applicants with physical or mental disability?	Yes <i>In the event the applicant comes to the Denturist office, the office is accessible to anyone with a disability. Applicants are accommodated when writing exams to ensure the denturist clinic where exams are written are accessible for anyone with a disability.</i>	Level 1 Yes – process not documented Level 2 Yes – process documented Level 3 Yes – process documented and available to applicant	Level 1	16(3)(h)
9a	Is any of your assessment process conducted by a third party (i.e.	Yes <i>Our credentialing is carried out by WES (World Education Services). All international applicants would be referred to WES.</i>	Level 1 Regulatory body assumes that the certifying organization	Level 2	16(3)(i)

	national bodies, credential assessment agencies, etc.)?)		meets FRPA standards		
9b	If so, please specify the name of the organization and describe their role.	Yes <i>WES – World Education Services. Their role is to identify and verify the applicant’s credentials. They then do their assessment based on the Denturist Association of Canada (DAC) accreditation standards</i>	Level 2 Regulatory body has received documentation indicating that the certifying organization meets FRPA standards		
9c	Please indicate the types of activities that they assist with.	<i>WES would provide a comprehensive course by course evaluation, credential assessment and verification of documents.</i>	Level 3 Regulatory body has influence with the certifying organization (e.g. membership) or has an agreement with the certifying organization		
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?	<i>WES would evaluate the credentials as set out by the Denturist Association of Canada’s (DAC) Denturist accreditation program.</i>			
9e	Are you informed of all decisions made by third parties on applicants?	Yes <i>WES would provide the DLBNS with a course by course evaluation which is their comprehensive report along with the ICAP (International Credential Advantage Package) service which means that they will send the DLBNS a copy of the transcripts that were received from the educational institution along with the WES report.</i>			
9f	Does the third party have an internal review process for unsuccessful applicants?	<i>We are awaiting confirmation of the availability of this service from WES</i>			
10a	What types of supports do you provide to applicants	Internet- <i>Website being updated within 2 years</i>	Level 1 None Level 2	Level 2	7(e), 16(3)(k)

	during the registration process?	<p>Telephone- Support is provided to an applicant by clarifying the registration requirements as set out in the Denturists Act and Regulations</p> <p>Email- Advising applicants of missing supporting documentation, or an incomplete application, identifying what is required</p> <p>Print material can be provided to applicants upon request</p> <p>This information will be added to the Registration Section on the Website within 2 years</p>	<p>Multiple types of supports exist but not well documented</p> <p>Level 3 Multiple types of support exist, well defined and accessible</p>		
10 b	Have you had applicants who need support mechanisms that you can't provide or are not available?	No			
11	Where practical, do you provide unsuccessful applicants with information on programs and services they can participate in to facilitate successful registration in the future?	<p>We have not had any applicants. There is no training for denturists available in Nova Scotia. Enquiries are referred to an accredited school of denturism within Canada, either by phone or email.</p> <p>No redacted rejection letters on file.</p>	<p>Level 1 Only upon request Not documented</p> <p>Level 2 Yes – not documented</p> <p>Level 3 Yes – documented and available to applicant Applicants are told what their competencies gaps are that need to be addressed</p>	Level 1	8(d)
12	Do you have a reasonable timeframe to respond to inquiries from applicants?	Very reasonable time frame. A response is typically provided within 1 to 3 business days	<p>Level 1 No policy</p> <p>Level 2 Policy in Place</p> <p>Level 3 Policy in place and accessible</p>	Level 1	7(b), 8(a), 8(b), 8(c)

13 a	Do you provide written decisions, responses and reasons for acceptance or rejection of an application?	<i>If we receive an application it would be responded to in writing or by email.</i>	Level 1 Upon request, limited documentation and no standard timeline		8(b), 8(c), 10
13 b	Do you have a formal policy for this process?	<i>No</i> <i>Policy being developed to be uploaded to our website within 2 years</i>	Level 2 Some documentation		
	Do you have a standard timeline	<i>No</i> <i>Policy being developed</i>	Level 3 Well-documented process with clearly established timelines		
13 c	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?)	<i>Yes</i> <i>Applicants would be referred to: Section 13 (1) (2) (3) of the Denturists Act</i>	Level 1 Yes – upon request, limited documentation Level 2 Yes – limited documentation Level 3 Yes – well documented process	Level 1	
13 d	Based on the previous questions, describe ways your organization could improve the timeliness of your decisions	<i>As the DLBNS has yet to have an applicant, we are currently satisfied with the timeliness of our process.</i>			

	and/or how you could communicate the results.				
14 a	Do you provide information on what documentation of qualifications must accompany an application?	<p>Yes</p> <p><i>Section 15 of the Denturists Act and Section 3 of the Denturists Regulations</i></p> <p><i>Policy to be uploaded to our website to include information as to what documentation is required.</i></p>	<p>Level 1 Documents indicated and communicated verbally</p> <p>Level 2 List of required documents indicated on website</p> <p>Process to verify document authenticity</p> <p>Level 3 N/A</p>	Level 1	9(a), 16(3)(a), 16(3)(b), 16(3)(e)
14 b	Do you include a process for verification of documentation authenticity?	<p>Yes</p> <p><i>Section 3 of the Denturists Regulations</i></p> <p><i>International applicants must submit their documents to WES for credential assessment.</i></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>Section 15 (a) to (e) and under Section 3 of the Denturists Regulations outlines the registration process.</i></p> <p><i>Policy to be developed within the next 2 years.</i></p>	<p>Level 1 General information</p> <p>Not broken into steps</p> <p>Level 2 Step by step process indicate where applicant needs to supply information</p> <p>Level 3 Step by step process indicate where applicant needs to supply information</p> <p>Pathway to licensure</p>	Level 1	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>Applicants may submit alternative documentation if they cannot reasonably obtain original documents.</i></p> <p><i>Applicants that have completed the required courses but have not graduated can have the School program director submit a letter indicating that they have successfully completed the program.</i></p>	<p>Level 1 Yes – on a case by case basis</p> <p>Level 2 Yes – examples documented</p> <p>Process not clearly laid out or documented</p> <p>Level 3 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>Obtaining original documents as specified in Section 3 (F), Denturists Regulations.</i></p> <p><i>Verification of credentials through WES</i></p> <p><i>Participation in gap training programs not available in NS. Applicant must apply to an accredited denturism school in Canada</i></p> <p><i>Section 11 (a) (iv) of the Board Regulations</i></p> <p><i>Must pass the TOEFL</i></p>	N/A	N/A	6, 9(b), 16(3)(c)
18 a	Do you have a process for which requests for access documentation related to registrations are considered?	No – Policy is in the process of being developed.	<p>Level 1 Not documented</p> <p>Level 2 Documented</p> <p>Level 3 Documented and made available to applicants</p>	Level 1	12, 16(3)(j)
18 b	Is this made available to applicants?	Yes – will be made available on our Website to be completed with the next 2 years.			
18 c	What information may you exclude?	No documentation as maintained by the Board/Registrar will be excluded			
18 d	Do you charge a fee?	No			

19	Does your Act include an authority to conduct an internal review of the registration decision?	<i>Yes - Section 13(1) (2) (3) of the Denturists Act</i>	Level 1 N/A Level 2 N/A Level 3 Yes	Level 3	7(a)
20	Do you have a regulation or by-law that defines the internal review process?	<i>Yes – Section 13(1), (2), (3) of the Denturists Act</i>	Level 1 N/A Level 2 N/A Level 3 Yes	Level 3	7(a), 10
21	When are unsuccessful candidates informed of their right to internal review of the registration decision?	<i>Applicants would be notified within 5 business days.</i> <i>To date, we have not had any applicants, therefore there are no redacted letters to substantiate</i>	Level 1 No specific timeline Level 2 Specific timeline Not documented Level 3 Specific timeline Documented and communicated	Level 1	7(a), 10(1)
22 a	Do you have an internal review process and procedures document (policy document)?	<i>Yes – Section 13 (1), (2), and (3)</i> <i>An internal review process and procedures document will be developed and posted on our Website within 2 years.</i>	Level 1 Yes Not documented Level 2 Yes Documented	Level 1	7(a), 10(1)
22 b	Does this include time frames for the internal review?	<i>Yes, it will include time frames for the internal review</i>	Level 3 Yes Documented and available to applicant		

23 a	With regards to the internal review process you make available to applicants that are not granted registration: summarize the process of the internal review.	<i>A policy for an internal review process of unsuccessful applicants is being developed to be uploaded to our Website within the next 2 years.</i>	Level 1 Not documented Level 2 Documented Level 3 Documented and made available to applicant	Level 1	7(a), 10, 16(3)(m)
23 b	Describe the opportunities made available to an applicant to make submissions respecting such review.	<i>The applicant may make a request to refer the matter to the Board.</i> <i>Section 13(3) of the Denturists Act allows the individual to appear with legal counsel</i>			
23 c	Specify the format for the internal review submission	<i>Written – Section 13(1) (b) of the Denturists Act</i>			
23 d	What is the timeline for submitted supporting evidence?	<i>Timeline to be included in the internal review policy</i>			
23 e	Do you believe this is enough time to receive supporting evidence from outside Canada?	<i>To be included in the internal review policy</i>			
24 a	Are the results of the internal review made available to applicants in writing with reasons?	<i>Will be included in the internal review policy</i>	Level 1 Yes Level 2 Yes Specific timeline Level 3	Level 1	
24 b	In what timeframe are the results of	<i>Will be included in the internal review policy</i>	Yes		7(a), 10(3)

	the internal review made available to applicants?		Specific timeline and communicated		
24	Are these timelines communicated?	<i>Yes – will be include in the internal review policy</i>			
25	Have individuals who make internal review decisions received appropriate training?	<i>Training will be a consideration in the development of the internal review policy</i>	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?’	<i>Yes – Section 13(1), (2), (3) of the Denturists Act</i>	Level 1 N/A Level 2 N/A Level 3 Yes	Level 1	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?	<i>No</i>	N/A	N/A	7
28	Has your organization experienced any unintended consequences —defined as an unintended negative impact on labour	<i>Yes</i> <i>Section 3 (e) (ii) of the Denturists Regulations</i> <i>Due to limitations of our Scope of Practice we are not able to attract Denturists from other jurisdictions in Canada.</i>	N/A	N/A	3

	market, economic, social or other condition— arising as a result of the implementation of Chapter 7 of the Agreement on Internal Trade / Canadian Free Trade Agreement?				
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>Section 3 (e) (ii) of the Denturists Regulations</i>	N/A	N/A	Chapter 7, CFTA
30	Do you review the requirements of the other provincial regulatory bodies regularly?	Yes <i>DLBNS is a member of the Denturists Association of Canada and has representatives on National Committees.</i>	N/A	N/A	3, Chapter 7, CFTA
31 a	Has your organization made any changes to the	Yes <i>Changes were made to our Code of Ethics.</i>	N/A	N/A	

	<p>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?</p>	<p><i>We are in the process of making changes to the Denturists Act.</i></p>			
<p>31 b</p>	<p>If yes, did you work with the Labour Mobility Coordinator or a Provincial Government representative to complete an CFTA notification (i.e. notification form sent prior to approval that informs other Canadian jurisdictions of the proposed change)?</p>	<p><i>No, we have not worked with the Labour Mobility Coordinator.</i></p> <p><i>Staff with the Department of Health and Wellness and our legal Counsel is aware that our Act requires compliance with CFTA.</i></p>			

FRPA Action Plan

In accordance with the *Fair Registration Practices Code*, the FRPA Action Plan outlines the measures that the DLBNS has agreed to work towards before the commencement of its next FRPA Review.

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
1	<p>Enhance website to include a delineated section for registration. Include the following on this section:</p> <ul style="list-style-type: none"> • Online access to registration forms • A tool for tracking the status of applications • Links to relevant policy and procedure documents • Specific criteria for meeting the requirements of registration, including documents and credentials that must be submitted • A complete fee schedule • A visual pathway to licensure for: <ul style="list-style-type: none"> ○ New applicants ○ Applicants currently registered in another jurisdiction ○ Internationally educated applicants 	1, 2, 3, 5, 14a, 15	7, 9(a), 16(3)	<p>Within the next 2 years a new Website will be designed to include:</p> <p>July 1st, 2019 - Access to registration forms;</p> <p>August 2019 - Requirements for registration, including documents and credentials that must be submitted;</p> <p>February 2020 - Pathway to licensure for New applicants; applicants currently registered in another jurisdiction as well as Internationally educated applicants</p> <p>April 2021 (after policies are developed) - Links to policy and procedure documents,</p>
2	Create a section of the DLBNS website with registration information and links for internationally educated applicants. Include information on how the	1, 2, 3, 5	16(3)(b), 16(3)(g), 7(a), 7(c), 7(d), 7(f)	This will be added to the website in April 2020, after DLBNS has finalized their process for registering international applicants.

	application process can be started outside of Canada.			
3	Enhance website to include information on all documents and credentials required for each step of registration. Include a list of accredited educational programs.	15	7(c), 16(3)(a), 16(3)(b)	A step-by-step registration process including document requirements to be posted to website by August 2019
4	Establish requirements for translation of documents and post on website.	6	7(a)	DLBNS will look into WES's policy and post this information on the website.
5	Create a document outlining the standard of assessment and criteria for the provincial exam and make this information available on the website.	5a	7(d), 16(3)(b)	DLBNS will develop a standard of assessment based off the exam rubric. To be written by May 2020 and submitted to FRPA Review Office for policy review. Board approval to be obtained by August 2020. To be posted to the DLBNS website by September 2020.
6	Work with the Department of Health and Wellness to amend regulations to ensure that a streamlined process is available to applicants already registered in other jurisdictions. The following changes should be made to ensure compliance with the CFTA: <ul style="list-style-type: none"> The DLBNS may not ask for certified copies of degrees, diplomas or certificates (Regulations, section 3(iv)). Under the CFTA, if an applicant can prove that they are currently in good standing in another jurisdiction, the regulatory body may not ask for original 	7	3 CFTA Chapter 7	A request for a meeting has been sent to the Department of Health Wellness. Compliance with CFTA will be discussed at that time.

	<p>documentation for reassessment.</p> <ul style="list-style-type: none"> The DLBNS may not ask for “any information from references that is requested by the Registrar” – for CFTA applicants this is an additional material requirement. For all applicants, the criteria for registration must be clear and specific as to what information is required for assessment of the applicant. <p>In the interim, create a formal policy which outlines the CFTA jurisdictional transfer process, ensuring that it addresses the above.</p>			
7	Develop a policy that provides accommodation to applicants with physical or mental disabilities and publish on website.	8	16(3)(h)	First draft to be written by July 2020. Will be then sent to FRPA Review Office for feedback. Board approval to be obtained by October 2020. Will be posted to website by November 2020.
8	Develop a formal policy as to how international qualifications will be assessed and make this information available to applicants on the website.	5a	7(d), 16(3)(b)	First draft to be written by January 2021. Will be submitted to FRPA Review Office for feedback. Board approval to be obtained by April 2021. Will be posted on website in May 2021.
9	Develop a process for document verification.	14b	9(a), 16(3)(a), 16(3)(b), 16(3)(e)	First draft to be written by January 2021. Will be submitted to FRPA Review Office for feedback. Board approval will be sought in April 2021. Will be posted on website in May 2021.
10	If a third-party assessment agency is involved with the	9	16(3)(i)	Registrar to work with WES (World Education Services) to finalize an MOU.

	registration process, work towards establishing an MOU with that agency.			
11	Develop a standard timeframe for response to inquiries from applicants and make this information available on the website.	12	7(b), 8(a), 8(b), 8(c)	This will be posted to website in late 2020.
12	Develop a formal policy for communicating decisions to applicants. This policy should include a standard timeline in which decisions will be communicated to applicants in writing, with reasons.	13	8(b), 8(c), 10	First draft to be written by July 2020. Will be sent for review by FRPA Review Office. Board approval to be obtained in October 2020. Will be posted to website in November 2021.
13	Develop a template rejection letter which includes the following: <ul style="list-style-type: none"> • Reasons for rejection • Information on programs and services that the applicant can participate in to facilitate successful registration in the future. • Information on the internal review process including the opportunity to make submissions regarding the review. 	11, 13	8(b), 8(c), 10	To be developed in conjunction with Action Item #12 and along the same timeline.
14	Develop a policy regarding accepting alternative information if required documents cannot be obtained for reasons beyond the applicant's control.	16	9(b), 16(3)(c)	In September 2019, DLBNS will work with WES to determine their requirements. Policy will be based off FRPA template and aligned with WES policy. First draft of the policy to be written in October 2019 and sent to the FRPA Review Office for feedback. Board approval will be obtained in January

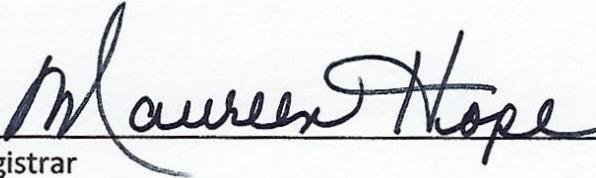
				2020 and the policy will be posted to the website by February 2020.
15	If language proficiency is a requirement for registration, work with ISANS to develop English language benchmarks. Make these requirements available to applicants.	17	6, 9(b), 16(3)(c)	DLBNS will be working with ISANS in November 2019 and will aim to have a benchmark established and posted early 2020.
16	Develop a formal policy for processing requests for access to documentation related to registration. Consider what information may be excluded and whether any fees would be charged.	18	12, 16(3)(j)	First draft to be completed in September 2019. This will then be sent for feedback from the FRPA Review Office. Board approval will be obtained in November 2019 and will be posted on website in January 2020.
17	Develop a policy outlining the internal review process. Ensure that it includes the following information: <ul style="list-style-type: none"> • When and how the applicant will be informed of their right to internal review • Timeframes for all stages of the internal review process • Timeframe and format for applicant to make submissions • A timeframe for the results of the internal review to be communicated to the applicant. • A statement that anyone who acted as a decision-maker in the original registration decision is prohibited from acting as a decision-maker in an internal 	19-26	7(a), 7(a), 10, 16(3)(m)	First draft to be completed in June 2019. Will be sent for review by the FRPA Review Office. Board approval will be sought in September 2019. This will be posted to the website by October 2019.

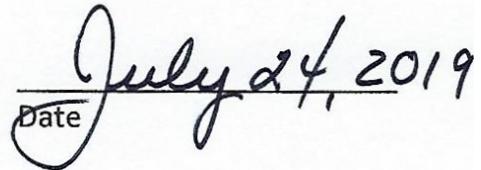
	review of that decision			
18	Develop a training plan for decision-makers in internal reviews. This could include principles of administrative law and cultural competency.	25	7(a), 11, 16(3)(p)	Board has already participated in training sessions with their legal counsel on principles of administrative law. Board will work with FRPA Review Office to identify local training opportunities for 2020.
19	Develop a process for regular review of requirements for registration in other provincial regulatory bodies.	30	3, Chapter 7, CFTA	Registrar is in regular contact with other denturism regulators. Registrar will try to collaborate with other regulators on creating a plan for communicating changes to scope of practice and occupational standards.
20	Initiate process with the Department of Health and Wellness to amend regulations and/or policy to ensure compliance with the FRPA. The following sections require adjustment: <ul style="list-style-type: none"> • S. 3(c) of the Regulations refers to a potential personal interview with the registrar. This regulation either needs to be removed or clarified through amendment to the regulations or policy development. The interview must be structured with clearly defined criteria. • S. 3(f)(viii) of the Regulations states that references must provide any information that the 	5, 15	7(c), 7(d), 16(3)(a), 16(3)(b)	Meeting request has been sent to the Department of Health and Wellness regarding amendments to the Denturists Act. Compliance with FRPA will be discussed at that time.

	<p>registrar requests. The required information should be clearly defined for objectivity and transparency. This can be done through an amendment of the regulations, or by clarifying this information through a policy document.</p> <p>If the DLBNS chooses to address this through changes to the regulations, a policy should be developed in the interim to correct the compliance issues to ensure compliance with the FRPA.</p>			
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Disclaimer

The Denturist Licensing Board of Nova Scotia hereby declares that the information contained in this report is a true and accurate representation of current registration practices of their organization.


Registrar


Date

Appendix

- ✓ Copy of blank application form
- ✓ Third Party Questionnaire
- ✓ MOU with 3rd party assessor

APPLICATION FORM FOR A DENTURIST LICENSE

PROVINCE OF NOVA SCOTIA

CURRENTLY LICENSED DENTURIST YES NO

IF YES, IN WHICH PROVINCE: _____

Surname: _____

Given Name: _____

Date of Birth: (day /month/ year)

Place of Birth:

Gender:

Immigration Status:

Yes No

Canadian Citizen:

(If yes, please provide copy of birth certificate/citizenship papers)

Yes No

Landed Immigrant:

Residence:

Street Address

City Prov. Postal Code

Telephone Facsimile

Business/Practice:

Street Address

City Prov. Postal Code

Telephone Facsimile

Spoken:

English

French

Other _____

Please Specify

Written:

English

French

Other _____

Please Specify

Each Application Must Include the Following:

- passport photographs with Candidates name in block letters and signature on the reverse side
- a certified copy of birth certificate
- complete official transcripts of marks at college or university level
- application form duly completed
- an attestation that the candidate holds a recognized diploma/license in accordance with the Fair Registration Practices Act (only applicable to individuals registered in another Canadian jurisdiction)
- authorization for collection of information

Yes ___ No Are you currently practicing or have you ever practiced Denturism in another province, Canadian territory or foreign country? If yes specify:

Board _____

Lic./Reg# _____

Issue Date _____ Exp. _____

Date _____

Yes No Have you ever been convicted of an offence under the Criminal Code of Canada?

Yes No Any other country? If yes, specify:

Date of judgement: _____

Nature of Infraction: _____

Sentence: _____

File No: _____ Court: _____

Province: _____ District: _____

Yes_ No_ Have you ever been the subject of a finding of professional misconduct, incompetence or incapacity?

Yes__ No Has your license to practice Denturism in any jurisdiction ever been revoked or suspended? If yes, specify:

Date _____

Reason _____

Yes ___ No ___

Do you have, or have you ever been treated for a mental illness, drug addiction, or alcoholism that could affect your ability to practice Denturism?

If yes, specify: Date: _____

Facility: _____

Treating Practitioner(s): _____

References (at least 3): - Name and Contact Information

1. _____
2. _____
3. _____

Previous employment for last 5 years: (attach listing if necessary)

Education: Secondary

Post

Secondary

Name and address of denture clinic where you are to practice:

Clinic Name

Street Address

City/Town

Postal Code

Telephone
Facsimile

Email Address

Particulars of licenses to practice denturism issued in other provinces or territories
of
Canada _____

Have you ever been refused a license to practice denture technology?

Yes

No

If yes, specify:

Applicants shall complete all questions. Any questions that are not applicable shall be completed by inserting the words *Not applicable*. Applicants shall submit evidence of satisfactorily completing a course of training in denture technology which course has been approved by the Board.

<p>Please attach passport photo Ensure that candidate=s name in block letters and signature are on reverse</p>	<p>Please attach passport photo Ensure that candidate=s name in block letters and signature are on reverse</p>
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The candidate agrees that he/she fully intends to fulfill the mandate for registration/ licensure within six months following the date of their approved application.

I commit to comply with the provisions of the Denturist Act and Regulations Respecting Denturists for the Province of Nova Scotia, a copy of which I acknowledge receiving.

I, _____ the applicant, declare that the information contained herein is true and complete and I authorize the Registrar for the Denturist Licensing Board of Nova Scotia to verify the facts stated in this application.

In witness thereof, I have signed

at _____
place

on _____
date

Signature of Applicant

Part One

Explain what measures your organization takes to ensure that any third-party organization that it relies upon to make an assessment:

1. Provides information about assessment practices to applicant

Applicants can find most information about the WES process through the WES website. This includes information about WES services and fees, documentation requirements, and the application process. The on-line status update feature allows applicants to check on their application status 24 hours-a-day, 7-days-a-week, and make changes to their evaluation order. However, many applicants email and call as well. We commit to a 48 hour response time when electronic messages are received. Our dedicated customer service staff is available to answer questions by phone from 9 AM to 2 PM, and electronically during regular business hours 9:00 AM to 5:00 PM EST; no appointment is required.

Applications are available in several ways: on our website through a real-time online application. We acknowledge receipt of application in most cases immediately. In cases if documentation or payment is missing applicants are informed by email or mail (if no email address is available). Through Check Status/Your Account, applicants have 24/7 access to the most up-to-date information about their WES evaluation file. Evaluation results are communicated through hard copy evaluation reports and on-line status update.

From 2016, WES has instituted *nano-Rep* service for its applicants. *Nano-Rep* is a self-service online customer service experience with large database of common queries with answers. WES *nano-Rep* is designed to increase customer satisfaction and experience.

Through partnerships with the Welcome Centres in Ajax and Pickering, Newcomer Information Centre's Lesmill Social Services and with Newcomer Centre of Peel, WES staff provides in-depth advisement to internationally educated individuals on their need for evaluation and general licensure processes in Ontario and Canada.

2. Utilizes current and accurate information about qualifications from outside Canada

WES evaluation resources and information are stored in a custom-built database that contains information:

- 220+ countries and jurisdictions
- 48,814 institutions
- 22,982 credentials
- 4,359 grading scales

Updated: March 31, 2017

- Thus far, in Canada, WES has evaluated 667,232 academic credentials.

The WES database is controlled and maintained by Policy, Knowledge and Data team, a team of professionals whose duty is to gather, verify and enter information.

3. Provides timely decisions, responses and reasons to applicants

As a part of the application process, applicants are directed to read about the WES process and about which documents are required for evaluation, in what format and from what source. This information is well-researched and country specific. Based on when WES receives **all required documents**, the time frame to complete an evaluation report is 7 business days. . Any time, prior, throughout the evaluation period, and after it is completed, applicants have an option to enquire about the process or status of their evaluation through email, phone, review their status through self-directed on-line status update feature. WES is committed to a 48 hour response time for emails received from applicants. On-line status update is available 24- hour-a-day, 7-days-a-week.

Free, web-based self-serve assessment tools such as grade conversion guide, iGPA Calculator and Degree Equivalency for over 160 countries are available on WES website and are designed to provide an immediate feedback to applicants and organizational users about credential(s) in question, including institutional status (e.g., recognized) or its elements before formal evaluation process is completed.

4. Provides training to individuals assessing qualifications

Formal in-house training of credential evaluators is conducted under the guidance of the Assistant Director and Manager of Evaluation Services. WES evaluators receive thorough, high quality and systematic training in order to ensure that they produce accurate evaluation reports which are consistent with WES's established evaluation policies and current research.

In addition, to contribute to overall competency of academic credential evaluators, WES offers free Webinars on best practices in document authentication, education systems and evaluation methodologies. The free weekly webinars are complemented with annual in-person training workshops and labs.

Furthermore, WES maintains an extensive library of printed and electronic resources. Since 1998, 1,072,978 evaluation reports have been completed in Canada and the US, and the respective academic records are archived and constitute an important resource that is electronically accessible to evaluators.

WES publishes WENR (World Education News and Reviews), a monthly electronic newsletter, which is distributed to subscribers around the world. It contains news on international trends in education, offers “how-to” articles on credential evaluation techniques, and profiles educational systems around the world. Evaluators have access to 21 years of articles and information on international comparative education. 2,749 Canadian professionals are registered users of WENR.

WES website contains free Resources, Tools, white papers, etc., for practitioners in international academic credential evaluations. More recently, WES has established a Research and Consulting Services to address the needs of institutions and professional licensing bodies outside of mere evaluation services.

5. Provides access to records related to the assessment to applicants

An on-line self-directed status update feature allows applicants to receive information about the evaluation process, including specific details regarding which credentials are being assessed, what documents have been received already and what is still required. As the file moves through the process, the status is continuously updated. Each time WES receives academic documents, records are reviewed and applicant is informed of the result of this review by email or mail. Upon completion of evaluation process evaluation results are posted through on-line status update feature. WES then sends a hard copy of the report to the applicant and any other recipient(s) of their choice. Additional fees are applicable for extra copies. Upon request, applicants may have access to records concerning their file stored in WES office. In some such cases, WES might decide to redact certain elements of the documents prior to being shared with the applicant, in order to protect the verification process.

WES' procedures for handling personal information are in accordance with the Personal Information Protection and Electronic Document Act (PIPEDA).

6. Accommodates applicants with special needs, such as visual impairment

WES applicants may be accommodated on an individual basis, based on identified needs. The WES office adheres to the requirements of Accessibility for Ontarians with Disabilities Act (AODA) which took effect on January 2012. All WES Customer Service and Client Relations staffs are trained in AODA requirements.

Part Two

If your organization relies on a third party to conduct credential assessments:

1. Explain how the third party determines the level (e.g. baccalaureate, master's, PhD) of the credential presented for assessment and describe the criteria that are applied to determine equivalency

The WES credential evaluation methodology is based on the level, scope and intent of the program completed. We consider the admission requirements to the program, the length of the program, the depth and breadth of the curriculum covered, and the options for further study of the degree holder, when formulating our equivalencies. In addition, we examine the official status of the degree-granting institution and the program in the home country's education system, as well as any official ratings, when establishing our equivalency. These criteria combine and measure credential and educational systemic features to identify if similarities are adequately substantial to grant a Canadian equivalency.

WES evaluation reports reflect organizational policy and are not the point of view of individual evaluators.

2. Explain how work experience is taken into account

WES doesn't evaluate work experience.

Part Three

Immigration, Refugees and Citizenship Canada (IRCC) and Its Immigration Programs: Federal Skilled Worker Program and Express Entry Program

Since April 2013, World Education Services has been one of the designated Education Credential Assessment (ECA) agencies of the Canadian government. All candidates for immigration are required to provide a credential assessment of their academic credentials.

Immigration applicants to WES will receive a modified version of the WES Basic Document-by-Document (ICAP) evaluation report. Applicants for licensure who have received a WES report for immigration purposes need to upgrade their evaluation report to WES standard Document-by-Document or Course-by-Course evaluation report as is required by certain regulators in Canada.

WES has streamlined its processes for upgrades on Document-by-Document or Course-by-Course credential evaluations for a fee of \$50 or \$100 respectively. The upgrade fee includes assessing any new academic credentials completed while waiting to immigrate to Canada.

Professional licensing bodies are encouraged to inform licensure candidates of this streamlined WES upgrade service.

Updated: March 31, 2017

Part Four

WES Global Talent Bridge (GTB)

Global Talent Bridge is an innovative program dedicated to helping skilled immigrants succeed in Canada.

We partner with institutions and community-based organizations to help skilled immigrants leverage their education and reach their full career potential.

GTB activities include:

Direct outreach to skilled immigrants, including seminars and comprehensive online resources

Research and policy development at the local, provincial and national level

Support, training and resources for community organizations, government agencies and employers

To learn more about GTB, visit <http://www.wes.org/ca/gtb/>



Memorandum of Understanding

Between

**World Education Services (WES) and Denturist Licensing Board of Nova Scotia
on the Provision of International Academic Credential Evaluation Reports**

Summary.: The purpose of this MOU is to outline the relationship between WES and the **Denturist Licensing Board of Nova Scotia** in the evaluation of international academic credentials. WES will provide its Course-by-Course evaluation reports with an International Credential Advantage Package (ICAP) for candidates applying to the **Denturist Licensing Board of Nova Scotia**.

Term. The Services associated with this Agreement shall begin on January 1, 2019 (the term).

Primary Contact at the **Denturist Licensing Board of Nova Scotia** is:
Maureen Hope, Registrar

Primary Contact at WES is: Kevin Kamal, Associate Director, Institutional Client Relations

Specific Provisions. WES and **Denturist Licensing Board of Nova Scotia** agree to the following set of policies and procedures related to the provision of WES international academic credential evaluation reports to **Denturist Licensing Board of Nova Scotia**:

1. WES will ensure that its procedures with respect to **Denturist Licensing Board of Nova Scotia** candidates are transparent, objective, impartial and fair, and that its procedures meet the following expectations:
 - a) Provide information about assessment practices to **Denturist Licensing Board of Nova Scotia** candidates,
 - b) Utilize current and accurate information about qualifications from outside of Canada,
 - c) Provide timely decisions, responses and reasons to **Denturist Licensing Board of Nova Scotia** candidates,
 - d) Provide training to individuals assessing qualifications,
 - e) Provide **Denturist Licensing Board of Nova Scotia** candidates information related to the assessment, as WES deems appropriate considering its legal and contractual obligations (including with partner organizations and overseas academic institutions),
 - f) Accommodate **Denturist Licensing Board of Nova Scotia** candidates with special needs (e.g. through compliance with the *Accessibility for Ontarians with Disabilities Act* and the *Ontario Human Rights Code*), and
 - g) Prohibit anyone who acted as a decision-maker in an assessment decision from acting as a decision-maker in an internal review of that same decision.



2. WES will create a customized webpage for **Denturist Licensing Board of Nova Scotia** candidates. All candidates will follow WES "Required Documents" instructions on the WES website.
3. The **Denturist Licensing Board of Nova Scotia** will post a link(s) with appropriate instructions on its website that will direct candidates to the customized webpage on the WES website.
4. The **Denturist Licensing Board of Nova Scotia** will register for AccessWES. The **Denturist Licensing Board of Nova Scotia** will be notified of the completion of each report by email. Evaluations reports and verified academic documents/transcripts will be available for download via WES's AccessWES secure website.
5. WES will provide **Denturist Licensing Board of Nova Scotia** candidates its standard "Course-by-Course" evaluation reports, and "International Credential Advantage package (ICAP)".
6. Federal Skilled Worker Program and Express Entry Program

Since April 2013, World Education Services has been one of the designated Education Credential Assessment (ECA) agencies of the Canadian government. Some candidates, especially economic class, for immigration are required to provide a credential assessment of their academic credentials.

Immigration applicants to WES will receive a modified version of the WES Basic Document-by-Documents (ICAP) evaluation report. Applicants who have received a WES report for immigration purposes should upgrade their evaluation report to WES Course-by-Course evaluation report as is required by the **Denturist Licensing Board of Nova Scotia** for a standard fee of \$100. WES standard upgrade fee also includes assessing any new degree completed while waiting to immigrate to Canada.

Parties to this MOU agree to inform their respective applicants/candidates about the steps they need to take in ordering the type of WES report required for licensure.

7. The **Denturist Licensing Board of Nova Scotia** will annually or more frequently if deemed necessary by **Denturist Licensing Board of Nova Scotia**, engage in an internal process to evaluate and monitor assessment practices with respect to any **Denturist Licensing Board of Nova Scotia** candidates who used the services of WES in the previous year. If **Denturist Licensing Board of Nova Scotia** identifies any issues with respect to the assessment practices, WES agrees to meet with **Denturist Licensing Board of Nova Scotia** staff to discuss and resolve these issues.



Fee Schedule.

The fee for the service is \$210 (Course-by-Course evaluation report), plus \$35 (ICAP, verified transcripts and documents), plus \$30 (second copy of the evaluation report for **Denturist Licensing Board of Nova Scotia**), a total of \$275. The fee for WES services is paid by the candidates for licensure.

Fees for candidates under the FSWP are as noted above.

Handling International Transcripts.

1. Academic transcripts and documents sent directly to WES from institutions or government authorities at the request of individual clients become the property of WES.
2. At the request of individual clients, WES will release copies of academic transcripts and documents to **Denturist Licensing Board of Nova Scotia**.
3. Except as required by a formal documented policy or legislation, neither **Denturist Licensing Board of Nova Scotia** nor its agents shall give copies of these transcripts and documents to any individual client, or allow any client to make copies of these transcripts and documents. In circumstances where copies are shared with clients, **Denturist Licensing Board of Nova Scotia** will provide written notification to WES.
4. The Personal Information Protection and Electronic Documents Act does not apply to the **Denturist Licensing Board of Nova Scotia**. **Denturist Licensing Board of Nova Scotia** has in place procedures for handling personal information which are in accordance with the confidentiality requirements set out in section 36 of the *Regulated Health Professions Act* and the **Denturist Licensing Board of Nova Scotia's** administrative policies requiring that all information is kept confidential.

Amendment and Termination of MOU. No amendment to this Memorandum of Understanding shall be made unless it is made in writing and agreed to by both WES and **Denturist Licensing Board of Nova Scotia**. Either Party may terminate the Memorandum of Understanding upon 30 days Notice to the other Party.

Confidential Information. WES understands that it will have access to confidential or sensitive information and documents related to **Denturist Licensing Board of Nova Scotia** ("Confidential Information") for the sole purpose of carrying out this Agreement. Confidential Information may include but is not limited to, personally identifiable information concerning **Denturist Licensing Board of Nova Scotia** candidates. WES agrees to abide by all applicable government guidelines, **Denturist Licensing Board of Nova Scotia** policies regarding Confidential Information, and the confidentiality requirements set out in section 36 of the *Regulated Health Professions Act, 1991*. WES has in place procedures for handling personal information which are in accordance with the Personal Information Protection and Electronic Documents Act, and which ensure that any exchange of candidates' information with **Denturist Licensing Board of Nova Scotia** is done with the expressed consent of the candidate.



Indemnification/Hold Harmless. Each party shall hold the other party harmless from any breach by a party. In consideration of the mutual agreements set forth in this Agreement, each party relieves, acquits, and forever discharges the other party of and from any and all liabilities, causes of action, claims, costs, damages, expenses, lawsuits, demands or other amounts (including reasonable attorneys' fees) arising from or relating to any claims (i) for loss, injury or damage to a person, property, or business resulting from a party's negligent or willful acts or omissions in connection with the Services or (ii) resulting from either party's breach of any of its obligations, representations or warranties under this Agreement, except to the extent where the same is caused by the gross negligence or willful misconduct of the other party.

Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the Province of Ontario.

Force Majeure. The parties hereto shall not be responsible for any failure or delay in the performance of any obligations hereunder caused by acts of God, fire, flood, war, riot or public enemy.

Non-assignment. This Agreement is personal to WES and may not be assigned, without the prior written consent of **Denturist Licensing Board of Nova Scotia**.

Subcontracting. None of the services to be provided hereunder, or any portion thereof, shall be subcontracted by WES without the prior written consent of **Denturist Licensing Board of Nova Scotia**.

Entire Agreement/Amendments. This Agreement contains the entire agreement of **Denturist Licensing Board of Nova Scotia** and WES and no terms may be modified or waived except by the mutual written consent of both **Denturist Licensing Board of Nova Scotia** and WES.

Signatures. The consent of **Denturist Licensing Board of Nova Scotia** and WES to this MOU is depicted by the signatures below. Facsimile signatures will be considered originals in the execution of this Agreement.

For WES

For Denturist Licensing Board of Nova Scotia

Shamira Madhany
Deputy Executive Director,
Managing Director, WES-Canada

01/01/19
Date (dd/mm/yy)

Maureen Hope, Registrar

01/01/19
Date (dd/mm/yy)