
NOVA SCOTIA
DENTAL
TECHNICIANS
ASSOCIATION
(NSDTA)

Fair Registration
Practices Act (FRPA)
Review
August 2019

Province of Nova Scotia

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Executive Summary

The Nova Scotia Dental Technicians Association (NSDTA) 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.

The FRPA Review Office realizes the challenges faced by smaller regulatory bodies and appreciates the NSDTA's transparency and candor throughout this process. The NSDTA has recognized the need for continued effort to work towards the objectives of transparency, objectivity, and procedural fairness in its registration practices for all applicants. Their commitment to this goal has been demonstrated by way of their collaboration on a national level and participation in a pan-Canadian Access to Dental Technology project currently underway.

Considering the NSDTA's commitment to continuous improvement in registration practices, I expect the NSDTA to address the following recommendations that have resulted from the FRPA review process:

Prepare and publish information about the following aspects of registration with the NSDTA:

- Standards for registration and criteria that are clear and understandable
- Clear language requirements
- The registration process for CFTA applicants

Develop formal policies addressing the following aspects of registration:

- Document translation
- Timeframes for response to applicant inquiries
- Providing information to unsuccessful applicants
- Considering requests for access to documents
- Internal reviews
- Accepting alternative information if required documents cannot be obtained

We appreciate the NSDTA's openness and cooperation during the FRPA review process and thank Emily Preeper, NSDTA secretary, for her participation.

Sincerely,



Patricia Mertins
FRPA Review Officer

Introduction

The purpose of the Fair Registration Practices Act (FRPA) Review is to share the Review Officer's understanding of the Nova Scotia Association of Dental Technicians' (NSDTA) 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 NSDTA to date. The *Nova Scotia Dental Technicians Review* captures the results of the FRPA Review Process and an Action Plan that holds the NSDTA accountable for continuous improvement within two years of the review.

Through the FRPA Review, the FRPA Review Officer aims to build on the work of the NSDTA 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

Dental technicians in Nova Scotia are capable of and responsible for the fabrication of dental prosthesis in one or more disciplines that may include (but are not necessarily limited to) ceramics, crown and bridge, orthodontics, removable partial dentures, or complete dentures. This work is completed as prescribed by licensed dentists.

Organizational Description

The NSDTA is the regulatory body for dental technicians in Nova Scotia. With a focus on the best interests of the public and advancing the industry, it regulates, governs and licenses dental technicians in the province.

Active Membership Requirements

Members of the NSDTA are required to maintain dues and submit an updated application each year. Those members who are not Registered Dental Technicians (RDT) are required to work under the direct supervision of one. Membership - and the right to practice dental technology - is contingent on being in good-standing with the NSDTA.

Registration Requirements

In order to register as an RDT a technician must have successfully passed a series of 5 examinations, each having a 2-hour written component (70% pass rate) and 8-hour practical component (50%) pass rate. Each exam currently costs \$400, and they may be taken in any sequence. Exams must be completed in English, and this fulfills the requirement for English language proficiency.

Once a technician has fulfilled these knowledge and competency benchmarks, they must maintain annual membership with the NSDTA to remain in good standing, which consists of an application and a \$300 fee, both due on April 30th to cover that calendar year.

Alternatively, applicants can have their prior learning and credentials assessed by WES at a fee of \$210-275 and prove an English language proficiency of Band 8 or higher on the Academic IELTS test at a fee of \$300-319.

CFTA Transfers

To transfer RDT credentials from other provinces within Canada, a letter of good-standing from the outgoing/current College must be supplied. There must not be any current disciplinary matters pending and the letter must be sent directly from the College. Additionally, a new membership application and accompanying fee must be submitted.

International Applicants

Applicants wishing to have international credentials assessed and recognized must apply to the Chair of the Board of Examiners and be willing and able to produce documentation that may include, but not be limited to:

- a copy of a diploma,
- a letter of good-standing from the regulatory body of the country in which the applicant is currently working as a dental technician,
- a syllabus of course materials from school,
- transcripts from the institution (s),
- written and spoken proficiency in English (minimum IELTS Band 8).

All documentation must be translated into English and notarized for authenticity/accuracy.

The NSDTA requires that WES undertake the assessment on behalf of the applicant.

Organizational Structure and Staffing

The NSDTA is governed by an Executive Committee of 4 elected representatives - the President, Vice President, Treasurer and Secretary. The Chair of the Board of Examiners is appointed by the Executive Committee and is responsible for staffing itself. All positions are filled by volunteers. Ideally, all executive positions are staffed by RDTs, but the President and Chair of the Board of Examiners MUST hold this credential.

Types of Licenses/Certificates Issued (including Registration Data for NSDTA)

There are two types of memberships to the NSDTA. Anyone can work and use the title “dental technician” in Nova Scotia. These persons have a reduced annual fee but must be employed under the supervision of a “Registered Dental Technician”. RDTs require proof of credentials and a higher annual fee. Only these individuals that the NSDTA recognizes as RDTs can currently own and operate laboratories.

Overview of Registration Process

Registration Information

Below is a description, written by the regulator, regarding how registration information can be accessed by applicants.

Membership applications for both dental technicians and RDTs can be found online at www.nsdta.ca under the tab “Become A Member”. They can be submitted electronically or sent via regular mail to the address at the bottom of the form.

Registration Process

Registration is complete when the following steps have been completed:

1. A member in good standing (up-to-date on membership dues, and without any current disciplinary actions on file) applies by June 30th of a given calendar year, by submitting an examination application to the Board of Examiners along with a \$400 per exam;
2. The examinee successfully completes all five 2-hour written exam with a pass mark of 70% in the fall (September-November; dates vary year-by-year) of that same calendar year.
3. The examinee successfully completes all five 8-hour practical exam with a pass mark of 50% in the winter (January-March; dates vary year-by-year) of the subsequent year.
4. The applicant receives a certificate stating that they are a Registered Dental Technician at the Annual General Meeting of the NSDTA in the spring.
5. To retain the ability to use the title “RDT”, the technician must stay up-to-date with the payment of annual membership dues of \$300 and an updated application, by April 30th each year.

Cost of Registration (including payment methods)

- dental technicians \$100 (no proof of prior learning required) annually
- RDTs \$300 annually (This technician must have previously passed 5 written and 5 practical exams – at a cost of \$400 each per subject (\$2000 total), as outlines in the steps above)

These fees are due annually by April 30th and cover that current calendar year. Payment can be made by cash, cheque or money order.

2018 Registration Data

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

#	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.	49
2	Number of registrations for the reporting year, from applicants who received their qualifications as indicated below:	
	Received qualifications (training/work experience for trades) In NS, new applicant.	1
	Received qualifications In Canada, new applicant - n/a for trades - issue a Certification of Qualification.	0
	Received qualifications (training/work experience for trades) Internationally, new applicant.	0
	CFTA Transfers, applicants already registered in another Canadian jurisdiction.	0
	Total number of applicants.	1
3	Types of practicing licenses/certificates you issue and total number of individuals for each type identified for the reporting year.	
	Registered Dental Technician	22
	Dental Technician	27
4	Number of completed applications submitted by applicants who received their qualifications as indicated below.	
	Received qualifications (training/work experience for trades) in NS, new applicant:	
	<i>Accepted:</i>	1
	<i>Rejected:</i>	0
	<i>Still in process:</i>	0
	<i>Withdrawn:</i>	0
	<i>File inactive or closed:</i>	0

	Received qualifications In Canada, new applicant:	
	<i>Accepted:</i>	0
	<i>Rejected:</i>	0
	<i>Still in process:</i>	0
	<i>Withdrawn:</i>	0
	<i>File inactive or closed:</i>	0
	Received qualifications (training/work experience for trades) internationally, new applicant:	
	<i>Accepted:</i>	0
	<i>Rejected:</i>	0
	<i>Still in process:</i>	0
	<i>Withdrawn:</i>	0
	<i>File inactive or closed:</i>	0
	CFTA transfers, applicants already registered in another Canadian jurisdiction:	
	<i>Accepted:</i>	0
	<i>Rejected:</i>	0
	<i>Still in process:</i>	0
	<i>Withdrawn:</i>	0
	<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.	
	N/A	N/A
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).	
	N/A	N/A
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.	
	Received qualifications (training/work experience for trades) In NS, new applicant:	2

	Received qualifications In Canada, new applicant:	7
	Received qualifications (training/work experience for trades) Internationally, new applicant:	7
	CFTA transfers, applicants already registered in another Canadian jurisdiction:	2
8	Average registration process time (or application approval) for those who received their qualifications as indicated below.	
	Received qualifications (training/work experience for trades) In NS, new applicant:	7
	Received qualifications In Canada, new applicant - n/a for trades - issue a Certification of Qualification	7
	Received qualifications (training/work experience for trades) Internationally, new applicant	90
	CFTA transfers, applicants already registered in another Canadian jurisdiction	7
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.	
	Received qualifications (training/work experience for trades) In NS, new applicant:	\$300
	Received qualifications In Canada, new applicant:	\$300
	Received qualifications (training/work experience for trades) internationally, new applicant	\$300
	CFTA transfers, applicants already registered in another Canadian jurisdiction:	\$300
10	Number of appeals, internal reviews or challenges related to a registration decision from applicants who received their qualifications as indicated below:	
	Received qualifications (training/work experience for trades) In NS, new applicant:	0
	Received qualifications In Canada, new applicant:	0
	CFTA transfers, applicants already registered in another Canadian jurisdiction:	0
	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:	
	Received qualifications (training/work experience for trades) In NS, new applicant:	0
	Received qualifications In Canada, new applicant:	0
	Received qualifications (training/work experience for trades) Internationally, new applicant:	0
	CFTA transfers, applicants already registered in another Canadian jurisdiction:	0
12	What does registration with your organization authorize?	Scope of Practice Rights and right to use an Occupational Title

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 body improve their practices and comply with the act.

The NSDTA’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)?	<i>Internet, Email, Telephone Applicants are able to make contact to ask specific questions via the contact form on the NSDTA website, or via telephone at the number listed. At present, a “pathways to licensure” document is being drafted and will be added to the website by end of year 2019.</i>	Level 1 Paper forms and information made available to applicants via regular post, Telephone Level 2 E-mail forms and information, telephone. Forms and information can be downloaded from website to be emailed/faxed/mailed in after completion 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	Level 2	16(3)(g)

1b	Can applicant begin the process outside of Canada?	<p>Yes</p> <p><i>Applicants are welcome to contact the NSDTA from anywhere in the world to find out exactly what they would need to provide to undergo the process of credential recognition and begin to submit documentation prior to arrival in Nova Scotia.</i></p>	<p>Level 1 No</p> <p>Level 2 Yes</p>	Level 1	
2	Please provide a link to your website.	http://www.nsdta.ca	Level 1 No website	Level 2	16(3)(g)
2a	I believe that information on our website is: clear and understandable, written in plain language?	Agree	<p>Level 2</p> <p>Website is not up to date</p> <p>Website is not in plain language</p>		
2b	On what basis do you make changes to your website?	<p><i>Feedback from Applicants, Policy Change</i></p> <p><i>The NSTDA has implemented an annual review policy on the organization's website, as it regards to content. Each year, at the first regular council meeting subsequent to the Annual General Meeting, the newly elected executive committee will investigate any necessary revisions.</i></p>	<p>Website does not have links for international applicants</p> <p>Website does not contain all forms and/or guidelines</p> <p>Level 3</p> <p>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?	<i>Within the last 2 years</i>	<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		
3a	Are your requirements (e.g. education, work experience, examination and fees) for registration specified by legislation, regulation and/or policy?	<i>Legislation, Policy</i>	Level 1 Policy describing the registration process does not exist or is not documented Documents only available upon specific request	Level 1	7(a), 7(c), 7(f), 16(3)(a), 16(3)(d)
3b	Specify the appropriate section(s)	<i>Nova Scotia Dental Technician’s Act of 1965 Sections 5(2)(c) and 5(2)(d), 7(1) and 7(2) as it relates to registration; Sections 12(a), 12(b), and 12(c) as it relates to examination requirements;</i> <i>Nova Scotia Dental Technician’s Bylaws of 1965 Section 3 as it relates to admission and registration; Section 4 as it relates to membership.</i>	Level 2 Policy exists to describe certain aspect of registration process Available to the applicant Level 3 Policy exist to describe all aspects of the registration practices Available to the applicant		
3c	Is this information made available to applicants	Yes			
4	Are you waiting for legislation to be passed?	Yes	N/A	N/A	
5a	Is the criteria for meeting the requirements of registration documented?	<i>No. However, the NSDTA is working on publishing a “pathways to licensure” document to be made available online, via email, and in hard copy by end of year 2019.</i>	Level 1 Criteria is made available to applicants verbally but no supplemental documentation	Level 1	7(d), 16(3)(b)
5b	Do you provide applicants with the description of the	Yes. <i>Including course syllabi,</i>	Level 2		

	<p>criteria used to assess whether the requirements have been met (i.e. the number of years of schooling needed to be considered equivalent to a degree)?</p>	<p><i>minimum grades, and English language proficiency.</i></p> <p><i>A competency profile is being written by the Canadian Alliance of Dental Technology Regulators (of which the NSDTA is a voluntary member), and it is anticipated that it will be completed and adopted in full by February 2020.</i></p>	<p>Criteria is documented and made available to applicants</p> <p>Limited information about the standard you will be assessed against</p> <p>Level 3 Criteria is documented and made available to applicants</p> <p>Criteria clearly outlines all assessment methods to be used and what competencies are being assessed by each method</p> <p>Applicants know the required standards that they will be assessed to</p>		
6	<p>If you require translation of specific documents how is the applicant informed?</p>	<p><i>Email, Telephone, Other – in person</i></p> <p><i>The NSDTA has decided to require applicants for whom English is a second language to undergo assessment from an organization using the IELTS test. Applicants are required to obtain a grade of Band 8 or higher on the Academic exam. This costs an average of \$300 for the applicant and there are various</i></p>	<p>Level 1 No indication of translation requirements</p> <p>Available to applicants upon request</p> <p>Level 2 Translation requirements indicated but not specific</p>	Level 1	7(a)

		<i>institutions across the province where they can be examined.</i>	Available to applicants Level 3 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 Agreement on Internal Trade / Canada Free Trade Agreement)?	Yes <i>We recognize RDTs from every other province in Canada - whether school/learning/testing was completed within the country or elsewhere. The only requirement of any RDT to transfer their credentials to NS is to request that the province they are currently registered with send the NSDTA (directly) a letter of good-standing, explaining that the applicant is, in fact, a current member, who has kept their license up-to-date, and has no disciplinary matters on file or restrictions on their regular registration. We have no choice but to assume that the province who approved a foreign candidates' credentials in the first place has done their due diligence. We understand that we are bound by law to recognize the RDT title on a national level.</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	<i>YesThe NSDTA would accommodate applicants as needed but does not have a</i>	Level 1 Yes – process not documented	Level 1	16(3)(h)

	physical or mental disability?	<i>formal policy in place at this time. The NSDTA plans to develop a formal accommodation policy.</i>	<p>Level 2 Yes – process documented</p> <p>Level 3 Yes – process documented and available to applicant</p>		
9a	Is any of your assessment process conducted by a third party (i.e. national bodies, credential assessment agencies, etc.)?	Yes	<p>Level 1 Regulatory body assumes that the certifying organization meets FRPA standards</p>	N/A	16(3)(i)
9b	If so, please specify the name of the organization and describe their role.	<i>The NSDTA has partnered with World Education Services (WES) to assess internationally educated dental technology professionals. They do this by taking into account the level, scope and intent of the program completed.</i>	<p>Level 2 Regulatory body has received documentation indicating that the certifying organization meets FRPA standards</p>		
9c	Please indicate the types of activities that they assist with.	They consider the admission requirements to the program, the official 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, they 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 equivalency.	<p>Level 3 Regulatory body has influence with the certifying organization (e.g. membership) or has an agreement with the certifying organization</p>		

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?	They provide information about assessment practices to candidates. They utilize current and accurate information about qualifications from outside Canada. They provide timely decisions, responses and reasons to applicants. As well as training to individuals assessing qualifications. They provide access to records related to the assessment to applicants and accommodate applicants with special needs.			
9e	Are you informed of all decisions made by third parties on applicants?	Yes			
9f	Does the third party have an internal review process for unsuccessful applicants?	Yes			
10a	What types of supports do you provide to applicants during the registration process?	<i>Internet, Telephone</i> <i>The NSDTA executive is available via numerous means of communication whenever an applicant wishes to ask further questions or check the status of their application.</i>	Level 1 None Level 2 Multiple types of supports exist but not well documented Level 3 Multiple types of support exist, well defined and accessible	Level 2	7(e), 16(3)(k)
10b	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	Yes <i>Unfortunately, few programs or services exist in Nova Scotia. Unsuccessful candidates may be directed to written materials for</i>	Level 1 Only upon request Not documented Level 2	Level 1	8(d)

	they can participate in to facilitate successful registration in the future?	<i>continued self-study or offered an opportunity for mentorship where appropriate. Pathways to licensure for all streams of candidates can be facilitated through the examination process, should recognition of prior learning be inadequate or unsuccessful.</i>	Yes – not documented Level 3 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?	<i>Very Reasonable</i> <i>Most applicants receive a reply within 3 business days. A policy to address communication timelines is being drafted and will be made available before the end of the year 2019.</i>	Level 1 No policy Level 2 Policy in Place Level 3 Policy in place and accessible	Level 1	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	Level 1 No Level 2 Yes – not documented Level 3 Yes – Documented	Level 2	8(b), 8(c), 10
13b	Do you have a formal policy for this process?	No	Level 1 No Level 2 Sometimes – not documented Level 3 Always – clearly established timelines	Level 1	
	Do you have a standard timeline	No			
13c	Do you provide applicants who are not granted registration	Yes	Level 1	Level 1	

	with information regarding an internal review process (including the opportunity to make submissions respecting such reviews?)		Yes – upon request, limited documentation Level 2 Yes – limited documentation Level 3 Yes – well documented process		
13d	Based on the previous questions, describe ways your organization could improve the timeliness of your decisions and/or how you could communicate the results.	<i>The NSDTA could improve the timeliness of its decisions by implementing formal policies and standardizing timelines.</i>	N/A	N/A	
14a	Do you provide information on what documentation of qualifications must accompany an application?	<i>Yes. Currently only upon request, but all pertinent information will be added to the website by end of year 2019. Internationally educated dental professionals are informed that they must submit copies of all degrees/diplomas, any transcripts showing specific grades achieved for each course, and a course curriculum that applied to each of these grades. We also require a familiarity with the English language, as RDTs are expected to be able to read and understand a prescription written by a dentist and communicate any concerns with the case with the clinician. Original copies from the school are</i>	Level 1 Documents indicated and communicated verbally Level 2 List of required documents indicated on website Process to verify document authenticity Level 3 N/A	Level 1	9(a), 16(3)(a), 16(3)(b), 16(3)(e)

		<p><i>requested to be sent directly to the association in a sealed envelope. If they are not in English, the applicant is required to have a professional translator or notary translate the documents and submit signed promise of their content and accuracy. CFTA applicants are informed that they must submit a copy of their RDT certificate, and have their currently regulatory body send a letter of good standing directly to the NSDTA.</i></p> <p><i>Internal applicants (those already working in dental technology in NS – whether formally trained or untrained) are informed that they must go through the examination process to obtain RDT licensure.</i></p> <p><i>New Canadian applicants (those already working in dental technology in NS and other Canadian jurisdictions – whether formally trained or untrained) are informed that they must go through the examination process to obtain RDT licensure.</i></p>			
14b	Do you include a process for verification of documentation authenticity?	No			
15	Do you provide information on the steps in the registration process including supporting documentation required at the various steps?	<p>No</p> <p><i>A formal policy and “pathways to licensure” document will be drafted and added to the website.</i></p>	<p>Level 1</p> <p>General information</p> <p>Not broken into steps</p> <p>Level 2</p>	Level 1	7(c), 16(3)(a), 16(3)(b)

			<p>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>		
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>In the absence of required documents, if such a circumstance is beyond the control of the applicant, reasonable consideration of alternative documentation will be made.</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, verification of credentials</i></p> <p><i>Technicians have a hard time obtaining the necessary documentation from their post-secondary institutions - this is because we require more than just a transcript with a class name and a grade. We need specific course curriculum, and some form of verification that the applicant has successfully</i></p>	N/A	N/A	6, 9(b), 16(3)(c)

		<i>completed both theoretical and practical aspects in their courses (with accompanying grades - not just pass/fail). It is often impossible for applicants to provide these as they aren't kept on file by schools.</i>			
18a	Do you have a process for which requests for access documentation related to registrations are considered?	Yes <i>A formal policy is in development regarding the process by which applicants can request access to their file(s). This will include how the request must be made, the timeline the request will be addressed in, any fees associated with providing electronic or paper documents, and any information the applicant can expect to see redacted. (FRPA sample policy on Access to Records Requests will be used as a template.)</i>	Level 1 Not documented Level 2 Documented Level 3 Documented and made available to applicants	Level 1	12, 16(3)(j)
18b	Is this made available to applicants?	No			
18c	What information may you exclude?	N/A			
18d	Do you charge a fee?	No <i>Not cost for digital records. A reasonable printing fee not to exceed \$20 when paper copies are requested.</i>			
19	Does your Act include an authority to conduct an internal review of the registration decision?	Yes <i>The Nova Scotia Dental Technician's Act of 1965 Sections 12(d) and 12(e).</i>	Level 1 N/A Level 2 N/A Level 3 Yes	N/A	7(a)
20	Do you have a regulation or by-law that defines the	No	Level 1 N/A Level 2	N/A	7(a), 10

	internal review process?		N/A Level 3 Yes		
21	When are unsuccessful candidates informed of their right to internal review of the registration decision?	<i>Included with a registration decision.</i> <i>Please see sample acceptance/rejection email attached.</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)
22a	Do you have an internal review process and procedures document (policy document)?	No	Level 1 Yes Not documented Level 2 Yes Documented Level 3 Yes Documented and available to applicant	Level 1	7(a), 10(1)
22b	Does this include time frames for the internal review?	N/A			
23a	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>Any applicant who wishes to appeal a decision of the Board of Examiners (whether results of NSDTA examinations or recognition of foreign credentials), may apply in writing to the Secretary. The decision would then be reviewed by no fewer than three additional active, practicing</i>	Level 1 Not documented Level 2 Documented Level 3 Documented and made available to applicant	Level 1	7(a), 10, 16(3)(m)

		<i>RDTs. If there was a significant discrepancy between the three evaluations, those 3 RDTs would have an in-person meeting to reach a consensus decision.</i>			
23b	Describe the opportunities made available to an applicant to make submissions respecting such review.	<i>An internal review policy is needed.</i>			
23c	Specify the format for the internal review submission	<i>Written</i>			
23d	What is the timeline for submitted supporting evidence?	<i>Currently not specified. Formal internal review policy to be implemented.</i>			
23e	Do you believe this is enough time to receive supporting evidence from outside Canada?	<i>N/A</i>			
24a	Are the results of the internal review made available to applicants in writing with reasons?	<i>Yes in writing, including reasons. This will be addressed in the formal internal review policy to be implemented.</i> <i>A decision would be communicated via email from the Chair of the Board of Examiners, or from the Secretary on their behalf.</i>	Level 1 Yes Level 2 Yes Specific timeline Level 3 Yes Specific timeline and communicated	Level 1	
24b	In what timeframe are the results of the internal review made available to applicants?	<i>1-2 months, typically. Formal internal review policy to be implemented.</i>			7(a), 10(3)
24c	Are these timelines communicated?	<i>Yes (in 60 days) via email, going forward.</i>			
25	Have individuals who make internal review	<i>Formal internal review policy to be implemented, including the principles of</i>	N/A	N/A	7(a), 11, 16(3)(p)

	decisions received appropriate training?	<i>administrative law and cultural competency.</i>			
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. Formal internal review policy to be implemented.</i>	Level 1 N/A Level 2 N/A Level 3 Yes		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 market, economic, social or other condition—arising as a result of the implementation of Chapter 7 of the Canadian Free Trade Agreement?	<i>Canada has no pan-Canadian standard of practice, and each province has extremely varied pathways to licensure. The Canadian Alliance of Dental Technology Regulators (a national body that the NSDTA maintains voluntary membership with) currently has a project underway to standardize entry to practice competencies across the country, which will address this problem.</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?	<i>No. The NSDTA’s current Act is antiquated and does not reflect CFTA provisions, however, these are respected and followed.</i>	N/A	N/A	Chapter 7, CFTA

30	Do you review the requirements of the other provincial regulatory bodies regularly?	<p>Yes</p> <p><i>When drafting our new legislation, a hired consultant made himself familiar with the requirements of all the other provinces who have active regulatory bodies. He used what he felt were the most common and the best practices as the framework of ours. Additionally, we maintain voluntary membership with the Canadian Alliance of Dental Technology Regulators, which is a national body with part of their mandate being to oversee and advise on Canada-wide standards.</i></p>	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?	<p>Yes</p> <p><i>NSDTA has drafted and submitted to the Dept of Health and Wellness a complete new set of Acts, Regs, and By-Laws which are pending review.</i></p>	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)?	No			

FRPA Action Plan

In accordance with the *Fair Registration Practices Code*, the FRPA Action Plan outlines the measures that NSDTA has agreed to take before the commencement of the FRPA Compliance Review in 2021.

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
1	Create registration standards and criteria that are clear and understandable and publish the information for all applicants on the NSDTA website.	3	6, 7	This will be drafted by the Secretary, reviewed by the Executive Committee at the first regular council meeting after summer break (September), updated if necessary, and posted on the NSDTA website before Dec 31, 2019.
2	Document registration requirements on the NSDTA website in a clear and understandable form (i.e. bullet points, plain language, systematic process, visual pathway to licensure, etc.).	1, 2, 3, 5, 11, 14, 15	7, 9, 16(3)(g)	“How to become an RDT” flow chart (addressing all 3 streams of applicants) will be drafted by the Secretary, reviewed by the Executive Committee at the first regular council meeting after summer break (September), updated if necessary, and posted on the NSDTA website before Dec 31, 2019.
3	Explore the development and adoption of clear language requirements (i.e. IELTS/Canadian Language Benchmark).	3	6, 7	<p>Language requirements exist for internal applicants (must complete theoretical exams in English), but will be properly documented and posted to the website for all other streams.</p> <p>Will contact ISANS for advice on internationally educated professionals by Sept 2019.</p> <p>*Updated to add: as of July 2019, the NSDTA will be</p>

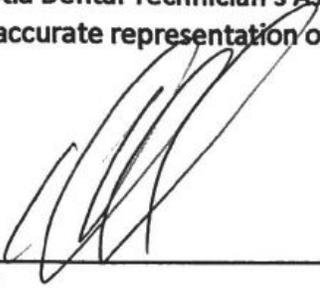
				recommending IELTS testing to applicants, and requiring a score of Band 8 or higher on the Academic version of the exam.
4	Develop a formal policy regarding document translation requirements and make it available to applicants on the NSDTA website.	6	7(a), 16(3)(b)	This will be drafted by the Secretary, reviewed by the Executive Committee at the first regular council meeting after summer break (September), updated if necessary, and posted on the NSDTA website before Dec 31, 2019. We will be advised by WES on best practices.
5	Document the registration process for CFTA applicants and make it available to applicants on the NSDTA website.	7	3, 16(3)(b)	This will be drafted by the Secretary, reviewed by the Executive Committee at the first regular council meeting after summer break (September), updated if necessary, and posted on the NSDTA website before Dec 31, 2019.
6	Create and document a policy for accommodating applicants with disabilities and make it available to applicants on the NSDTA website.	8	16(3)(h)	This will be drafted by the Secretary, reviewed by the Executive Committee at the first regular council meeting after summer break (September), updated if necessary, and posted on the NSDTA website before Dec 31, 2019. FRPA Accommodation of Applicants with Physical and Mental Disabilities sample policy will be used as a template.
7	Develop a policy regarding timeframes for responding to applicant inquiries and make it	12	8(a)	This will be drafted by the Secretary, reviewed by the Executive Committee at the

	available to applicants on the NSDTA website.			first regular council meeting after summer break (September), updated if necessary, and posted on the NSDTA website before Dec 31, 2019.
8	Develop a policy and template for rejecting applicants, including the provision of written reasons and information on the internal review process.	13	8(c), 10,	This will be drafted by the Secretary, reviewed by the Executive Committee at the first regular council meeting after summer break (September), updated if necessary, and posted on the NSDTA website before Dec 31, 2019. FRPA Policy on Internal Reviews of Registration Decisions draft sample policy will be used as a template.
9	Create a policy for accepting alternative information if required documents cannot be obtained and make it available on the NSDTA website.	16	9(b)	This will be drafted by the Secretary, reviewed by the Executive Committee at the first regular council meeting after summer break (September), updated if necessary, and posted on the NSDTA website before Dec 31, 2019. FRPA Accepting Alternative Information to Required Documentation sample policy will be used as a template.
10	Create a process for considering requests for access to documents and make it available to applicants on the NSDTA website.	18	12	This will be drafted by the Secretary, reviewed by the Executive Committee at the first regular council meeting after summer break (September), updated if necessary, and

				<p>posted on the NSDTA website before Dec 31, 2019.</p> <p>FRPA Policy on Access to Records Requests sample policy will be used as a template</p>
11	<p>Develop a process for internal reviews, including: timeframes for the applicant to request the review and provide submissions, the form of submissions, timeframes for the internal review decision-maker to issue a decision, and a statement that no one who acted as a decision-maker in respect of a registration decision may act as a decision-maker in an internal review for that registration decision, and make it available to applicants on the NSDTA website.</p>	19-24, 26	10, 16(3)(m)	<p>This will be drafted by the Secretary, reviewed by the Executive Committee at the first regular council meeting after summer break (September), updated if necessary, and posted on the NSDTA website before Dec 31, 2019.</p> <p>FRPA Policy on Internal Reviews of Registration Decisions draft sample policy will be used as a template</p>
12	<p>Develop a training plan for internal review decision-makers, which may include training in administrative justice and cultural competency.</p>	25	11	<p>This will be drafted by the Secretary, reviewed by the Executive Committee at the first regular council meeting after summer break (January 31), updated if necessary, and posted on the NSDTA website before Mar 31, 2019.</p> <p>ISANS may be contacted for guidance on aspects of cultural competency.</p>

Disclaimer

The Nova Scotia Dental Technician's Association hereby declares that the information contained in this report is a true and accurate representation of current registration practices of their organization.



Christian Hall
President



Date

Appendix A

- ✓ Application for Membership – Dental Technicians
- ✓ Application for Membership – Registered Dental Technicians
- ✓ Application for Examination



APPLICATION FOR MEMBERSHIP: DENTAL TECHNICIANS

Name: (please print) _____

Address: _____

Phone Number(s): _____

Email Address: _____

I, _____
(please sign)

hereby apply to the Council of the Nova Scotia Dental Technician's Association
for membership as a Dental Technician for the year 20____.

I am employed under the Registered Dental Technician/Dentist:

(name of RDT or dentist)

at _____
(name of dental laboratory or dental clinic)

I have enclosed the membership fee of \$100.00 on _____
(date)

***Payment due no later than April 30th of the application year.**
***Please make cheques payable to "The Nova Scotia Dental Technician's Association" and forward along with this application to:**

**The NSDTA
26 Keating Dr.
West Chezzetcook, NS
B0J 1N0**

yes/ Please forward my contact information to Spectrum
no Dialogue for a complimentary subscription.

For information or questions email: emily.preeper@gmail.com



**APPLICATION FOR MEMBERSHIP:
REGISTERED DENTAL TECHNICIANS**

Name: (please print) _____

Address: _____

Phone Number(s): _____

Email Address: _____

I, _____
(please sign)

hereby apply to the Council of the Nova Scotia Dental Technician's Association
for membership as a Registered Dental Technician for the year 20_____.

I am the owner & operator / employed by:
(circle one)

(name of dental laboratory or dental clinic)

I have enclosed the membership fee of \$300.00 on _____
(date)

***Payment due no later than April 30th of the application year.**
***Please make cheques payable to "The Nova Scotia Dental Technician's Association" and forward along with this application to:**

**The NSDTA
26 Keating Dr.
West Chezzetcook, NS
B0J 1N0**

yes/ Please forward my contact information to Spectrum
no Dialogue for a complimentary subscription.

For information or questions email: emily.preeper@gmail.com



APPLICATION FOR EXAMINATION:

Name: (please print) _____

Address: _____

Phone Number(s): _____

Email Address: _____

I, _____
(please sign)

hereby apply to the Board of Examiners of the Nova Scotia Dental
Technician's Association to undergo testing for the year 20____,

in the following disciplines:

(please check all that apply)

- Fabrication of Complete Dentures
- Fabrication of Wrought & Cast Partial Dentures
- Fabrication of Crowns & Bridges
- Fabrication of Ceramics
- Fabrication of Orthodontic Appliances

I have enclosed the examination fee of \$400.00 per exam on _____
(date)

I have included the written endorsement of the following RDT: _____.

*Please make cheques payable to "The Nova Scotia Dental Technician's Association" and forward along with this application to:

The NSDTA
26 Keating Dr.
West Chezzetcook, NS
B0J 1N0

For information or questions email: bruce.friis@dal.ca