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Department of Lands & Forestry: Hunting and  
Fishing Guides

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Fair Registration Practices Act (FRPA)  
Review Report  
May 2021

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Province of Nova Scotia

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## EXECUTIVE SUMMARY

Under section 16 of the Fair Registration Practices Act (FRPA), all regulating bodies in Nova Scotia are required to review their registration practices and file a report on the results of the review with the Review Officer. The Review Officer works collaboratively with regulators to gather information in an established report format, to ensure that information on current registration practices is accurately represented, and to identify gaps in registration practices which would result in a regulator action plan to rectify any issues that may have been identified with compliance.

The Outreach and Education Division of the Department of Lands & Forestry are responsible for the registration practices associated with the issuing of licenses to Hunting and Fishing Guides. The Review Officer worked with the Outreach & Education Division over a period of six months to complete this review. Questions to probe the status of registration practices were posed, the regulator engaged in a process of self-examination and provided written responses to the questions (see Analysis of Registration Practices). Responses were examined by the Review Officer and measured against the standard set forth in the FRPA to identify any gaps in registration practices. Based on this process, the Review Officer has determined that not all registration practices are compliant with the FRPA at this time. As a result, this report includes both an overview of the current registration practices for Hunting & Fishing Guides and an action plan to address some high priority gaps moving forward.

A special permit to guide is required to supervise non-residents who wish to engage in hunting and/or fishing in Nova Scotia. During this review questions were raised about whether hunting and fishing guides are an occupation that should be responsible for registration practices as required by the FRPA. The Minister of Lands & Forestry is on Schedule B of the FRPA, and hunting and fishing guides were listed on the 2009 version as: Minister of Natural Resources for the purpose of issuance of licenses and permits for hunting and fishing guides under the Wildlife Act. For this reason, the registration practices for hunting and fishing guides are subject to review. While work to re-examine criteria that requires an occupation to be subject to the FRPA takes place, reviews with the current Schedules A & B continues in accordance with the review schedule.

The Outreach & Education Division are using this review as an opportunity to review and update policies and practices most relevant to the issuing of hunting and fishing guide permits. The regulator has acknowledged the findings and has taken the first step to address areas of non-compliance by developing an Action Plan (see Appendix A). Thirteen plans for action are identified to address practices that are currently not compliant with the FRPA. They are summed up as follows:

- Provide information in a clear and understandable form to individuals, including individuals qualified in another jurisdiction in Canada, as well as those who received their qualifications outside of Canada. This will include clear instructions on what documentation must accompany applications,

- Develop guidelines that describe alternatives that would be acceptable when documentation that must accompany an application cannot be obtained for reasons beyond the applicant's control,
- Develop a policy on how to work with applicants who may require accommodations during the registration process,
- Document all criteria that are used to assess whether requirements for certification have been met,
- Establish a process to ensure that applicants who are not granted registration are provided with a written decision that includes the reasons why registration has been denied,
- Provide information with respect to measures or programs that may be available to assist unsuccessful applicants in obtaining certification in the future,
- Develop and document a clearly defined process under which requests for access to records will be considered,
- Establish a process for internal review of the registration decision that is compliant with the FRPA, include timeframes and the provision to provide written decisions with reasons,
- Develop a process to ensure that no one who acted as a decision-maker in a registration decision may act as a decision-maker in an internal review of the same decision, and
- Develop a plan and document training provided to individuals who make internal review decisions.

The Outreach & Education Division has prioritized actions associated with registration requirements and process to determine updates by September 2021 followed by the documentation of related policies and procedures by March 2022, and finally they will update the Guides website to reflect these changes by June 2022. Actions associated with processes not commonly required by applicants for Guide permits will be addressed by March 2023.

The Lands & Forestry Outreach Education Division has demonstrated engagement in the FRPA review process and has given every indication that planned actions to rectify areas of non-compliance will be addressed. The FRPA Review Office will look for an update on the Action Plan in May 2022.

Sincerely,



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

# TABLE OF CONTENTS

EXECUTIVE SUMMARY .....	ii
TABLE OF CONTENTS.....	iv
I: INTRODUCTION .....	5
1.1. THE FAIR REGISTRATION PRACTICES ACT.....	5
1.2. OVERVIEW OF THE REGULATING BODY.....	5
II: ANALYSIS OF REGISTRATION PRACTICES .....	7
SECTION I: INFORMATION AND REGISTRATION PROCEDURES.....	7
SECTION II: ASSESSMENT CRITERIA AND COMMUNICATION OF DECISION PROCESSES .....	21
SECTION III: INTERNAL REVIEW/APPEAL PROCESS .....	27
III: OTHER NOTES .....	34
IV: ACKNOWLEDGEMENTS: .....	35
APPENDIX A: ACTION PLAN.....	36

# I: INTRODUCTION

## 1.1. THE FAIR REGISTRATION PRACTICES ACT

[The Fair Registration Practices Act](#) (FRPA; the Act) applies to 47 [regulatory bodies](#) in Nova Scotia, covering 58 occupations and 21 designated trades. A regulatory body (regulatory authority or regulator) sets the standards and regulates how people practice as members of an occupation. Everyone who practices within a regulated occupation must register with the regulatory body.

The FRPA mandates that regulating bodies carry out registration practices that are transparent, objective, impartial and procedurally fair. Section 16(2) of the FRPA states: “Every regulating body shall review its registration practices in accordance with this Section and shall file a report on the results of the review with the Review Officer for the reporting period.” This review process is to occur as per the Act and if items are deemed to be noncompliant with the FRPA, an Action Plan is required to be completed by the Regulatory Body. The intent of the Action Plan is to identify how the items of noncompliance are progressing to ensure compliance, fairness, and transparency, as required by the Act.

## 1.2. OVERVIEW OF THE REGULATING BODY

Please provide an overview of the regulating body, the occupations regulated and the associated occupational profile, types of licences / certificates issued and a link to the regulating body’s website, if applicable.

Nova Scotia Guides Association <https://www.nsguides.ca/>

Guiding services and licences for hunting and fishing

Guides certified for hunting and fishing or both jointly by NSDL&F and NSGA. Master guide is also a designation and can be used to guide either type of client.

- A Guide is required for all non-resident hunters in Nova Scotia.
- **Definition - Non Resident /Resident**
  - A "non-resident" means any person who is not a resident.
  - **"Resident"**, at any time, means a person permanently or ordinarily resident in the Province for the two months immediately preceding that time, and includes:

- i. an officer of the diplomatic or consular service of a foreign country stationed within the Province,
  - ii. a member of the Royal Canadian Mounted Police or the Canadian Armed Forces stationed or born in the Province,
  - iii. a person born in the Province and the owner of real property in the Province;
- Licenses issued by Lands and Forestry:
  - <https://novascotia.ca/sns/pdf/ans-dnr-guide-licence-application-renewal-form.pdf>
  - There are three licenses that can be issued: Hunting, Fishing and Master Guide
  - These licenses are issued under the Wildlife Act:
    - **Guide Regulations made under Section 113 of the *Wildlife Act***

#### Role of Lands and Forestry:

- Regional Services, Outreach & Education: responsible for the creation of the course training content; reviews transfer of certifications from other jurisdictions
- Renewable Resources, Wildlife Division: issues all guide licenses

#### Role of Nova Scotia Guides Association:

- Delivers the training courses, practical training and exam
- Updates course content in collaboration with Lands and Forestry
- Supports members

Link to Lands and Forestry website for Hunting and Fishing Guides: <https://novascotia.ca/natr/hunt/guides.asp>

## II: ANALYSIS OF REGISTRATION PRACTICES

As 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 regulatory bodies to assess the registration practices against the compliance criteria and develop an Action Plan to help each organization comply with the Act and improve registration practices, if applicable.

The (*Insert name of regulating body*) responses to the FRPA Review Survey are detailed below, along with the Review Findings determined by the Review Officer in accordance with the Act.

### SECTION I: INFORMATION AND REGISTRATION PROCEDURES

This section asks questions about all practices and policies your organization may use to provide information to the applicant during the registration process. The registration process includes the actions required to be taken by individual applicants, and any documentation required to be submitted which will be used to assess the applicant's request for registration. Documentation examples could include transcripts, certificates, job descriptions, articles, letters of support, and evaluations. All communication to and from the applicant should be clear and understandable to all individuals, including those who may have received their qualifications outside of Canada.

#### QUESTION 1

Explain/describe, in detail, your registration/application requirements. Please include an overview of the process and a list of all documents (Examples: transcripts, certificates, job descriptions, articles, letters of support, and evaluations) that applicants are required to submit during the registration/application process. If your registration/application process is different for each license type, list the process for each license type in the chart included.

Alignment with FRPA: *Section 7(a), Section 9(a), 16(3)(a) and 16(3)(b)*

#### RESPONDENT ANSWER

**Explain the process of how the requirements for registration/application are to be met by an applicant (if different by licence/certification type, include an outline by each type).**

Guides must be at least 16 years of age.

Clients are required to hold a wildlife resources card with a HT (hunter trained -firearms) certification for a hunting guide prerequisite Clients are required to hold a wildlife resources card with a O (other) certification for a fishing guide prerequisite

Clients are required to hold a wildlife resources card with a minimum HT (hunter trained -firearms) certification plus 90 days of proven guiding experience for Master Guide

	<p>prerequisite Documentation requirements: Persons applying for a Guide Licence must possess a valid Nova Scotia Wildlife Resources Card (WRC) with a Guide Certification appropriate to the licence being requested (GF, GH, GQ, GT, or GM)</p> <p>This website has info on Guide training requirements: <a href="http://novascotia.ca">Guide Training Requirements   novascotia.ca</a></p> <p><b>Written Test:</b> The knowledge examination has 125 multiple choice questions.</p> <p><b>Experience:</b> The required experience is 40 field days.</p> <p><b>Safety Certificates:</b> Each candidate must have a current certificate for Standard First Aid/ Basic CPR, Federal Possession and Acquisition Licence and a Nova Scotia Wildlife Resources Card with a hunting certification on it (HQ or HT)</p>		
RESPONDENT ANSWER	<p><b>Please provide the additional information in the grid below (if you have a published document, or even an associated policy, please provide the link to that published document/policy). Documents need to be provided for each license/certification type, if applicable.</b></p>		
	<p><b>OCCUPATION/LICENCE/CERTIFICATION ON TYPE (ONE ROW PER TYPE)</b></p>	<p><b>LIST OF REGISTRATION DOCUMENTS BY OCCUPATION/LICENCE/CERTIFICATION TYPE</b></p>	<p><b>LINK TO PUBLISHED DOCUMENT, IF APPLICABLE</b></p>
	<ul style="list-style-type: none"> <li>• Hunting Guide</li> </ul>	<ul style="list-style-type: none"> <li>○ Must have a Nova Scotia Firearms Hunting Certificate, or a Firearms /Hunter Safety Course.</li> <li>○ Emergency First Aid and Basic CPR</li> <li>○ Complete the Hunting Guides Course</li> <li>○ Pass a practical hunting test and written examination administered by the Hunting and Fishing Guides of Nova Scotia.</li> </ul>	<p><a href="https://novascotia.ca/sns/pdf/ans-dnr-guide-licence-application-renewal-form.pdf">https://novascotia.ca/sns/pdf/ans-dnr-guide-licence-application-renewal-form.pdf</a></p>



	<ul style="list-style-type: none"> <li>• Fishing Guide</li> </ul>	<ul style="list-style-type: none"> <li>• Wildlife Resources Card with O certification and successfully passing/providing a recognised guiding course <ul style="list-style-type: none"> <li>• a. Emergency First Aid and Basic CPR.</li> <li>• Complete the Fishing Guides course</li> <li>• b. Pass a practical fishing test and written examination administered by the Hunting and Fishing Guides of Nova Scotia</li> </ul> </li> </ul>	<a href="https://novascotia.ca/sns/pdf/ans-dnr-guide-licence-application-renewal-form.pdf">https://novascotia.ca/sns/pdf/ans-dnr-guide-licence-application-renewal-form.pdf</a>
	<ul style="list-style-type: none"> <li>• Master Guide</li> </ul>	<ul style="list-style-type: none"> <li>• a. Firearms Hunting Certificate</li> <li>• b. Canadian Firearms Safety Course</li> <li>• c. Emergency First Aid and Basic CPR</li> <li>• d. Bow Hunting Certification</li> <li>• e. Proof of ninety days of actual guiding experience</li> <li>• f. Letter of recommendation from a Master Guide or Outfitter</li> <li>• g. Pass a written examination administered by the Hunting and Fishing Guides</li> </ul>	<a href="https://novascotia.ca/sns/pdf/ans-dnr-guide-licence-application-renewal-form.pdf">https://novascotia.ca/sns/pdf/ans-dnr-guide-licence-application-renewal-form.pdf</a>
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<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body provides applicants with information about their registration practices, including the registration process and documents that applicants are required to submit during the process; and</li> <li>• the respondent’s answer describes the registration requirements and the process for meeting them.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does <i>not</i> provide applicants with information about their registration practices, specifically, the registration process and documents that applicants are required to submit during the process; or</li> <li>• the respondent’s answer does <i>not</i> describe the registration process and the process for meeting them.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Office:</b></p> <p><input type="checkbox"/> <b>Compliant</b>  <input checked="" type="checkbox"/> <b>Not compliant</b></p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Office:</b>  Requirements are not consistent throughout the response. For example, the initial list of requirements indicates that experience is required for a Master Guide license, but not the Guide license. Information that follows indicates that experience is required for the Guide license. Documentation requirements are not clear. What type of documentation is required to give evidence of experience? A valid WRC is required as well as emergency first aid and CPR certification. What evidence of successful completion of the Guide course and written and practical exams is required? The registration process is not clear. At what point in the process do you complete the guide training? Who offers the training? When do you apply, complete the written and practical examinations, etc? To be complaint with the FRPA regulating bodies must have clear information about registration practices, what documentation of qualifications must accompany an application, and an explanation of how the requirements for registration are to be met.</p>

## QUESTION 2

How is the registration/application process communicated to the applicant?

Alignment with FRPA: *Sections 7(c), 9(a) and 16(3)(g)*

<p><b>RESPONDENT ANSWER</b></p>	<p><b>Select all that apply:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Paper (hard copy) in the form of a fact sheet/pamphlet or handbook</li> <li><input checked="" type="checkbox"/> Available online to download (in the form of a fact sheet/pamphlet or handbook in PDF or another format)</li> <li><input checked="" type="checkbox"/> Email</li> <li><input checked="" type="checkbox"/> Website <a href="#">Guides/Special Permit to Guide   novascotia.ca</a>; <a href="#">Guide Training Requirements   novascotia.ca</a></li> <li><input type="checkbox"/> Other: <b>explain your communication process if not listed above</b> Email if requested by a client Application form <a href="https://novascotia.ca/sns/pdf/ans-dnr-guide-licence-application-renewal-form.pdf">https://novascotia.ca/sns/pdf/ans-dnr-guide-licence-application-renewal-form.pdf</a></li> </ul>
<p><b>COMPLIANCE CRITERIA</b></p>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body makes requirements for registration available to applicants (they select at least 1 response option); and</li> <li>• the respondent’s answer describes how the requirements for registration are made available to applicants.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does <i>not</i> make requirements for registration available to applicants (they do not select any response options); or</li> <li>• the respondent’s answer does <i>not</i> describe how the requirements for registration are made available to applicants.</li> </ul>
<p><b>REVIEW FINDINGS</b></p>	<p><b>To be completed by the FRPA Review Office:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Compliant</li> <li><input checked="" type="checkbox"/> Not compliant</li> </ul>
<p><b>COMMENTS: REVIEW FINDINGS</b></p>	<p><b>Comments, to be completed by the FRPA Review Office:</b></p> <p>Requirements are publicly communicated on the Lands &amp; Forestry website, but these requirements are not well-aligned with requirements in Regulations, nor are they consistent from one webpage to another. There is no information available on the website to describe the registration process or documents required to accompany an application. The online application form indicates that information on process is available by calling a toll-free number, but a person cannot access to application form from the Lands &amp; Forestry website.</p> <p>To be compliant with the FRPA regulating bodies must provide information to applicants in a clear and understandable form, including information on what documentation of qualifications must accompany an application.</p>

**QUESTION 3**

Is the registration/application process different for applicants who have received their qualifications (Example: education, experience, etc.) outside of Canada? If so, is the different registration/application process documented? Provide a link to the published document, if applicable. (Example: online)

Alignment with FRPA: *Sections 3, 6, 7(a through f) and 16(3)(a)*

**RESPONDENT ANSWER**

**Please provide information in the chart below, with a separate answer per licence/certification type:**

LICENSE TYPE	YES/NO	IF YES, EXPLAIN THE DIFFERENCE	PROCESS DOCUMENTED YES/NO	LINK TO PUBLISHED DOCUMENT, IF APPLICABLE
<ul style="list-style-type: none"> <li>Hunting Guide</li> </ul>	<ul style="list-style-type: none"> <li>No</li> </ul>	<p>☐ All guiding credentials from out of country will be assessed by the Provincial Hunter Education Coordinator and if necessary, with the Hunting and Fishing Guides of Nova Scotia. All reasonable applications will be approved if the required hunter education credentials are met and they have transferable guiding certification proof from out of country. For example, if an applicant does not have Canadian Firearms Safety Training then they would have to pass that training prior to being given any hunting guide credentials.</p> <ul style="list-style-type: none"> <li>Example: if a guide from Argentina who has a guiding background in bird hunting wants to guide for black bear in Nova Scotia this client would have to take some training as this is not reasonable to assume they would be able to safely and effectively guide a client for a species like black bear.</li> </ul>	<ul style="list-style-type: none"> <li>Yes</li> </ul>	
<ul style="list-style-type: none"> <li>Fishing Guide</li> </ul>	<ul style="list-style-type: none"> <li>No</li> </ul>	<p>☐ Fishing guides do not have the same safety and training applications so it would be very rare to question approval of any applicant having the proper out of country fishing guide credentials</p>	<ul style="list-style-type: none"> <li>Yes</li> </ul>	☐
<ul style="list-style-type: none"> <li>Master Guide</li> </ul>	<ul style="list-style-type: none"> <li>No</li> </ul>	☐	<ul style="list-style-type: none"> <li>Yes</li> </ul>	☐
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<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>The respondent's answer indicates whether a registration/application process is different (response = "yes" or "no").</li> <li>If there are any differences in the registration/application process for applicants who have received their qualifications outside of Canada (response = "yes"), the respondent describes those differences.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>The respondent's answer does <i>not</i> indicate whether a registration/application process is different (no response, either "yes" or "no").</li> <li>If there are any differences in the registration/application process for applicants who have received their qualifications outside of Canada (response = "yes"), the respondent's answer does <i>not</i> describe the differences.</li> </ul>				
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Office:</b></p> <p><input type="checkbox"/> Compliant  <input checked="" type="checkbox"/> Not compliant</p>				
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Office:</b></p> <p>The response indicates that a different registration process may be used for an applicant who received their qualifications outside Canada. The process and documentation requirements are not clear. What is a 'reasonable application' / 'transferable guiding certification proof from out of country'? The process is not documented in the internal policy manual. Information is not provided to individuals who received their qualifications outside Canada.</p> <p>An alternative registration process which is consistently put in practice should be available for applicants who received their qualifications outside Canada, along with any other information pertaining to differences such as documentation requirements. Could an applicant begin this process outside Canada? What documents would an applicant who received qualifications outside Canada need to submit to be considered 'reasonable'? Are there any other requirements such as translation? To be compliant with the FRPA regulating bodies are required to provide information in a clear and understandable form to individuals who received their qualifications outside of Canada.</p>				

**QUESTION 4**

Is the registration/application process different for individuals who are registered in another Canadian province/territory?

Alignment with FRPA: *Sections 3, 6, 7(a through f) and 16(a)*

**RESPONDENT ANSWER**

**Please provide a separate answer per licence/certification type:**

LICENSE TYPE	YES/NO	IF YES, EXPLAIN THE DIFFERENCE
• Hunting Guide	• Yes	• Nova Scotia has the most stringent requirements in Canada to become a guide. If someone from Newfoundland applies through the FRPA program, they may not have any training as they just have to apply to their province and they are a guide. No formal training required.
• Fishing Guide	• No	?
• Master Guide	• No	?
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<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The respondent’s answer describes a registration/application process, that is aligned with the CFTA, for applicants who have received their qualifications or are already registered outside of Nova Scotia.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The respondent’s answer describes a registration/application process, that is <i>not</i> aligned with the CFTA, for applicants who have received their qualifications or are already registered outside of Nova Scotia.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Office:</b></p> <p><input type="checkbox"/> Compliant  <input checked="" type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Office:</b></p> <p>The response indicates that there is currently no streamlined process in place to license individuals who are registered in another Canadian jurisdiction. There is no ‘FRPA program’ as referred to in the response through which a person can apply to be a Guide in Nova Scotia. Compliance with the CFTA federal legislation is required by regulated occupations to facilitate labour mobility. In 2015 The FRPA Review Office provided the following information to Lands and Forestry regarding guide transferability: “As long person as is licensed in another province there is an obligation to recognize it. There is no exception in place for guiding...”. The requirement for compliance with the CFTA is still in place - license should be granted on the basis of the applicant’s current license, without requirement for additional material assessment, training or experience. A jurisprudence-type exam is permitted under the CFTA where a worker must demonstrate knowledge specific to the local context of the receiving province. To be complaint with the FRPA regulating bodies must provide information in a clear and understandable form to individuals who have received their qualifications in another jurisdiction in Canada, including those who are already registered in another jurisdiction (CFTA transfers).</p>

**QUESTION 5**

Are there fees attached to the registration/application process? If so, how is this information communicated to the applicant? (Example: information available on website, paper form, email)

Alignment with FRPA: *Sections 7(f) and 16(3)(d)*

**RESPONDENT ANSWER**

- Yes  
 No

**If yes, explain the process of how this information is communicated.**

Information can be found online, through a local Lands and Forestry Office or by contacting the Hunter Education Coordinator. The information also exists on the Service Nova Scotia website.

**Insert a website link of where this information is communicated, if applicable.**

<https://www.novascotia.ca/sns/pdf/ans-dnr-guide-licence-application-renewal-form.pdf>

**Provide the fee for the registration/application process (linked to your piece of the registration/application process only), as of the date this review is completed.**

Annual fee for a Guide license is \$12.48 +HST

**COMPLIANCE CRITERIA****Compliant:**

- The regulating body provides applicants with information on any fees for registration; and
- the respondent's answer states any fees charged for registration, even if the fees are not applicable or \$0.

**Not compliant:**

- The regulating body does *not* provide applicants with information on any fees for registration; or
- if fees are charged for registration, even if the fees are not applicable or \$0, the respondent's answer does *not* state the fees.

**REVIEW FINDINGS****To be completed by the FRPA Review Office:**

- Compliant  
 Not compliant

**COMMENTS: REVIEW FINDINGS****Comments, to be completed by the FRPA Review Office:**



**QUESTION 6**

Do you have a process to accept alternative information when the required documents cannot be obtained by the applicant, for reasons beyond their control (Example: a sworn statement in lieu of full documentation)?

Alignment with FRPA: *Sections 7(f), 9(b) and 16(3)(d)*

**RESPONDENT ANSWER**

- Yes  
 No

**If yes, please explain the process:**

At the discretion of the Hunting and Fishing Guides of Nova Scotia and the Provincial Hunter Education Coordinator alternate documents will be accepted

**COMPLIANCE CRITERIA****Compliant:**

- The regulating body advises applicants on alternative information that applicants may provide when they cannot obtain documentation of their qualifications for reasons beyond their control; and
- the respondent's answer describes any such alternative information.

**Not compliant:**

- The regulating body does *not* advise applicants on alternative information that applicants may provide when they cannot obtain documentation of their qualifications for reasons beyond their control; or
- the respondent's answer does *not* describe the alternative information.

**REVIEW FINDINGS****To be completed by the FRPA Review Office:**

- Compliant  
 Not compliant

**COMMENTS: REVIEW FINDINGS****Comments, to be completed by the FRPA Review Office:**

According to the response, alternative information is dealt with on a case-by-case basis. There is no description of acceptable alternative information to ensure that every application is managed in an impartial way. To be compliant with the FRPA regulating bodies have guidelines that describe expectations regarding documentation and alternatives that would be acceptable when documentation cannot be obtained.

QUESTION 7	
Do you provide any support to applicants during the registration/application process (Examples: coaching, referrals, explanation of registration requirements)?	
Alignment with FRPA: <i>Sections 7(e) and 16(3)(k)</i>	
<b>RESPONDENT ANSWER</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> When required  <p><b>If yes or when required, what types of support are provided to applicants during the registration/application process?</b>  The guiding community in NS is a very welcoming group and are always more than willing to answer questions. <a href="#">NS GUIDES ASSOCIATION</a>  The Provincial Hunter Education Coordinator also works with applicants to provide access and advice on training, certifications and local contacts etc. Contact information can be found on the following webpage <a href="#">Guide Training Requirements   novascotia.ca</a></p>
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>The respondent's answer includes information about any support they provide to applicants during the registration process.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>The respondent's answer does <i>not</i> describe any support they provide to applicants during the registration process.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Office:</b></p> <p>X Compliant  Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Office:</b></p>

## QUESTION 8

Do you have a policy and/or process on how to work with an applicant during the registration/application process that may have a physical or mental disability and requires an accommodation when registering/applying? If applicable, please provide a link to your policy and/or process. This is for the registration/application process only and not a workplace accommodation.

Alignment with FRPA: *Section 16(3)(h)*

**Note:** A physical or mental disability includes any persons with a disability (consisting of a physical, cognitive, or mental impairment), that presents a persistent barrier to securing and/or retaining work. For more information visit the following links to the applicable Government of Nova Scotia legislation: [https://nslegislature.ca/legc/bills/62nd\\_3rd/3rd\\_read/b059.htm](https://nslegislature.ca/legc/bills/62nd_3rd/3rd_read/b059.htm)  
<https://nslegislature.ca/sites/default/files/legc/statutes/human%20rights.pdf>

Examples of accommodations for this purpose can include, but is not limited to:

- Assistance in completing application forms
- Provision of additional time provided to complete exams
- Provision of an application in braille
- Provision of audio-visual equipment
- In person meetings/interviews/hearings
- Other accommodations such as paper color, larger font, etc.

### RESPONDENT ANSWER

- Yes  
 No  
 N/A

**If yes, provide a description of the policy/process? (if you have a link to a published policy/process, please include in your response)**

**If no, what would the process be if an accommodation were to be required?**

The applicant could apply and would be treated the same as any other applicant. The qualifications, regulations and certifications are what determines the outcome not a persons physical or mental ability. Some hurdles may impact a person with a disability from being able to pass and acquire the proper credentials; for example the Canadian Firearms Safety Course is followed by an application to the Federal Government to attain a PAL firearms licence and the outcome of this screening process could impact the ability of an applicant being successful.

**If N/A, please explain why this is not applicable to your registration/application process / practices?**

<b>COMPLIANCE CRITERIA</b>	<p>Compliant:</p> <ul style="list-style-type: none"> <li>• The respondent’s answer includes a description of any existing accommodation policies for applicants with a physical or mental disability.</li> </ul> <p>Not compliant:</p> <ul style="list-style-type: none"> <li>• The respondent’s answer does not describe any existing accommodation policies/processes for applicants with a physical disability or mental disability.</li> </ul>
<b>REVIEW FINDINGS</b>	<p>To be completed by the FRPA Review Office:</p> <p><input type="checkbox"/> Compliant  <input checked="" type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Office:</b></p> <p>Fair registration practices include opportunities for ‘qualified’ applicants with disabilities to be accommodated throughout the registration process. This consideration would not be a means to bypass requirements, but to make reasonable efforts to accommodate applicants with special needs through the registration process. For example, assistance to complete the application form or alternative testing measures such as an oral exam instead of a written exam, etc. Ensuring impartial registration practices for all applicants and compliance with the FRPA requires that the regulating body document a description of the accommodation practices (how to request and guidelines pertaining to types of accommodations) they make available to applicants.</p>

**QUESTION 9**

Is your accommodation policy and/or process adaptable if a new situation arises? (Example: translation was not covered in the policy, but a request for an alternate language was requested)

Alignment with FRPA: *This is to provide additional information and identify if there are areas that the FRPA Review Officer may be able to assist, if applicable*

<b>RESPONDENT ANSWER</b>	<p><input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No</p> <p><b>If yes, explain how and what steps would be taken to adapt this policy.</b>  We would make every accommodation within reason to have the test administered verbally or have a translator present.</p> <p><b>If no, what would occur with that applicant if the policy/process could not be adapted?</b></p>
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<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• NA</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• NA</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Office:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> NA</li> <li><input type="checkbox"/> NA</li> </ul>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Office:</b> The written description, when developed, should be adaptable if a new situation arises.</p>

## SECTION II: ASSESSMENT CRITERIA AND COMMUNICATION OF DECISION PROCESSES

This section will explore assessment practices and how these practices are communicated to an applicant. An assessment measures an applicant’s skills, knowledge, qualifications, and credentials against the standard that must be met by your regulating body to be granted a licence/certification. Information on the criteria (Examples: exam material, competency information, work experience, requirements, etc.) used for assessment, how that information is communicated to the applicant, and how final registration/application decisions are provided will be requested in this section.

### QUESTION 10

Are the criteria for meeting the requirements of registration/application documented? (Examples: exam marks, work experience requirements). If a third-party assessor is used for assessment, please describe their role in the space provided.

Alignment with FRPA: *Sections 16(3)(b) and 16 (3)(i)*

**RESPONDENT ANSWER**

- Yes
- No

**If yes, how/where is this documented (Example: in an internal policy)?**

To obtain Guide certification:

- Hunting guide course must be completed, minimum of 20 hours, including practical and testing
- Fishing guide course must be completed, minimum of 20 hours, including practical and testing
- If completed together, hunting and fishing guide course must be completed, minimum of 30 hours, including practical and testing
- Pass mark is 80% for both parts of the course, the test and the practical.
- Approved training includes courses offered by the NS Guides Association and Emerit National Certification
- Competencies are found in the teaching requirements for the **HUNTING and/or FISHING GUIDE COURSE** which describes the knowledge and skill required to be a Guide – the basis of the written exam.
- The practical exam has three components during the course: Gun handling, Map and compass and a fishing practical test

Practical Test Details:

- o Gun handling
- o We follow the gun handling course outline and practical test.

Fishing is: identifying types of tackle, from rod types and what reels are used for those rods, various lines and how you use them. Spin casting, fly casting and bait casting equipment. We also require that they know three knots. Double surgeon, Barrel knot and Blood knot.

For map and compass

The test requires you know declination, how to take a bearing, how to take a back bearing and how to transfer a bearing from the map to the woods.

**Written Test:** The knowledge examination has 125 multiple choice questions based on the Hunting Guide National Occupational Standards.

**Experience:** The required experience is 40 field days. This can be a combination of hunting in the field, volunteer or paid outdoor guiding activity over a minimum period of two years.

The Master Guide course is not currently offered.

**If there is a third-party assessor utilized in the process, briefly describe the role of that assessor:**

	The Nova Scotia Guides Association is a third party. Their role is to offer hunter/fishing education courses and administer the NS written and practical exams. They report results directly to Lands & Forestry.
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The respondent's answer describes how/where the criteria for meeting the requirements of registration/application are documented; and</li> <li>• the respondent's answer describes the role of any third-party assessors.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The respondent's answer <i>does not</i> describe how/where the criteria for meeting the requirements of registration/application are documented; or</li> <li>• if a third party is used for assessment, the respondent's answer <i>does not</i> describe the role of the third-party assessors.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Office:</b></p> <p><input type="checkbox"/> Compliant  <input checked="" type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Office:</b></p> <p>The Guide course and exam criteria are described. It is not clear what level(s) of WRC is required for each license type. It is not clear how experience is validated. There are currently no assessment criteria for the Master Guide license type. A significant portion of the assessment process is conducted by a third party with whom a formal agreement to perform services in an objective, impartial, transparent, and procedurally fair manner should be in place. To be compliant with the FRPA regulating bodies must have in place transparent and objective assessment criteria to determine eligibility for registration including benchmarks for all requirements of registration.</p>

## QUESTION 11

How are the criteria that you use to assess the requirements for registration/application made available to applicants?

Alignment with FRPA: *Section 7(a) and (d)*

<b>RESPONDENT ANSWER</b>	<p><b>Select all that apply</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Paper (hard copy) in the form of a fact sheet/pamphlet or handbook</li><li><input type="checkbox"/> Available online to download (in the form of a fact sheet/pamphlet or handbook in PDF or another format)</li><li><input checked="" type="checkbox"/> Email</li><li><input checked="" type="checkbox"/> Website <a href="https://novascotia.ca/natr/hunt/guides.asp">https://novascotia.ca/natr/hunt/guides.asp</a></li><li><input type="checkbox"/> Other, <b>explain your communication process if not listed above:</b></li></ul>
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"><li>• The regulating body provides applicants with a description of the criteria used to assess whether they meet the requirements for registration (they select at least 1 response option).</li></ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"><li>• The regulating body does <i>not</i> provide applicants with a description of the criteria used to assess whether they meet the requirements for registration (they do not select any response options).</li></ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Office:</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Compliant</li><li><input checked="" type="checkbox"/> Not compliant</li></ul>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Office:</b></p> <p>The Lands and Forestry website describes requirements for guide license types but does not describe or provide links to the criteria used to assess if licensure requirements have been met. Information on approved training programs, pass marks, competencies, etc. should be available to applicants in an accessible manner and at all times. To be transparent and compliant with the FRPA the regulating body must provide applicants with a description of the criteria that will be used to determine if they are eligible for registration.</p>



**QUESTION 12**

Do you have a process for providing the reason(s) why a registration/application is not approved?

Alignment with FRPA: *Sections 8(c) and 10(3)*

**RESPONDENT ANSWER**

- Yes  
 No

**If Yes, explain the process (Example: written decision, provision of information about the appeal process, etc.):**

The applicant would be provided a written statement declaring why they did not meet the qualifications. We would also add in this document how they can attain the qualifications so that they can become a licenced Guide in Nova Scotia.

**If No, explain why not (Example: registration/applications are always approved, only provided when requested, etc.):**

**COMPLIANCE CRITERIA**

**Compliant:**

- The regulating body provides applicants who are not granted registration with a written decision that includes the reason(s) why.

**Not compliant:**

- The regulating body does *not* provide applicants who are not granted registration with a written decision that includes the reason(s) why.

**REVIEW FINDINGS**

**To be completed by the FRPA Review Office:**

- Compliant  
 Not compliant

**COMMENTS: REVIEW FINDINGS**

**Comments, to be completed by the FRPA Review Office:**

The response indicates that a written response is provided to applicants who are not granted licensure but does not indicate that applicants are informed regarding reasons for the decision made. FRPA 8(c) *where registration is not granted, provide written decisions that include reasons to applicants within a reasonable time respecting registration decisions.*

**QUESTION 13**

Do you provide supports/referrals/information to unsuccessful applicants after a decision has been communicated to the applicant? (Examples: referrals to education institutions to gain additional credentials, bridging programs, etc.)?

Alignment with FRPA: *Sections 8(d) and 16(3)(k)*

**RESPONDENT ANSWER**

- Yes
- No

**If yes, what types of supports/referrals/information do you provide to unsuccessful applicants after a decision has been communicated?**

The Guides Association of Nova Scotia provides the following: We spend a lot of time with anyone who does not pass the course. In many cases the person did not understand the question.

We will take the person aside and go one on one with them to re-do the exam. We have never had anyone fail when we went one on one.

One of the instructors will read each question and the answers and give them the time to think about the answer. We will also answer any questions they may have that they would not ask in front of everyone. We do not help them answer the question but we do make sure they understand the question.

We also let the participants know that if they have trouble reading we will start with them one on one in a separate room reading the questions and answers.

Our success rate is very high and we feel it is our job to help them become a successful guide

**COMPLIANCE CRITERIA**

**Compliant:**

- The regulating body provides, if applicable, information to unsuccessful applicants that may assist them in obtaining registration at a later date; and
- the respondent’s answer describes any other supports/referrals/information provided to unsuccessful applicants.

**Not compliant:**

- The regulating body does *not* provide, if applicable, information to unsuccessful applicants that may be assist them in obtaining registration at a later date; or
- if the regulating body does provide any other supports/referrals/information to unsuccessful applicants (response = “yes”), the respondent’s does *not* describe this supports/referrals/information.

**REVIEW FINDINGS**

**To be completed by the FRPA Review Office:**

- Compliant
- Not compliant

<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Office:</b></p> <p>The answer describes what the Guides Association of Nova Scotia would do to support a person who does not pass the exam. The description appears to be an exam accommodation for which there should be consistent process and opportunity for a person to request accommodation in advance of the exam, as per question 8 in this report. When an applicant is denied licensure by Lands &amp; Forestry Hunter Education, is there any support at that stage? To be compliant with the FRPA regulating bodies provide information respecting measures or programs that may be available to assist unsuccessful applicants in obtaining registration at a later date.</p>
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## SECTION III: INTERNAL REVIEW/APPEAL PROCESS

Section 10 of the Act states “Where a regulating body does not provide registration to an applicant, the regulating body shall provide an internal review process within a reasonable time and shall inform the applicant of the internal review process and of the procedures and time frames for the internal review.” This section focuses on the internal review/appeal process, including opportunities for an applicant to provide new information for a decision and details surrounding the decision-makers involved in the internal review/appeal process. Additionally, information on the training provided to individuals who make internal review/appeal decisions will be required.

QUESTION 14	
<p>Do you have a process for an applicant to request an internal review/appeal after a decision has been made on the registration/application? Include how this process is communicated to the applicant.</p>	
<p>Alignment with FRPA: <i>Sections 7(a), 10(1)(2)(4) and 16(3)(m)</i></p>	
<p><b>RESPONDENT ANSWER</b></p>	<p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p><b>If yes, explain the internal review/appeal process and how it is communicated.</b></p> <p><b>If no, what do you do if an internal review/appeal is requested?</b></p>

<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body provides an internal review process for applicants who are not granted registration, including opportunities for applicants to make submissions respecting such review; and</li> <li>• the respondent’s answer includes a description of the internal review process, including how it is communicated to applicants.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body does <i>not</i> provide an internal review process for applicants who are not granted registration, including opportunities for applicants to make submissions respecting such review; or</li> <li>• the respondent’s answer does <i>not</i> include a description of the internal review process, including how it is communicated to applicants.</li> </ul>
<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Office:</b></p> <p><input type="checkbox"/> Compliant  <input checked="" type="checkbox"/> Not Compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Office:</b></p> <p>Fair registration practices provide applicants who have been denied registration with the opportunity to appeal the registration decision if they do not agree with it. To be compliant with the FRPA regulating bodies must provide applicants who are not granted registration with information about the internal review process, including opportunities the applicant has to provide new information and to make submissions with respect to an internal review.</p>

<b>QUESTION 15</b>	
Do you have a timeframe for applicants to submit a request to initiate an internal review/appeal, after a decision has been issued?	
Alignment with FRPA: <i>Sections 7(a) and 10(1)</i>	
<b>RESPONDENT ANSWER</b>	<p><input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No</p> <p><b>If yes, what is the timeframe that an applicant has, to initiate the internal review/ appeal process (in days)?</b></p>
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body has established a timeframe within which they must provide applicants with an internal review/appeal; and</li> <li>• the respondent’s answer includes a timeframe.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>• The regulating body has <i>not</i> established a timeframe within which they must provide applicants with an internal review/appeal; or</li> <li>• the respondent’s answer does <i>not</i> include a timeframe.</li> </ul>

<b>REVIEW FINDINGS</b>	<p><b>To be completed by the FRPA Review Office:</b></p> <p><input type="checkbox"/> Compliant  <input checked="" type="checkbox"/> Not compliant</p>
<b>COMMENTS: REVIEW FINDINGS</b>	<p><b>Comments, to be completed by the FRPA Review Office:</b></p> <p>Procedures pertaining to the internal review process include established timeframes, including the timeframe an applicant has to initiate an internal review. This information is shared with applicants in a transparent manner. To be compliant with the FRPA regulating bodies must inform denied applicants of the internal review process and of the procedures and time frames for the internal review.</p>

<b>QUESTION 16</b>	
Do you have a process for which an applicant can request access to records from the registration/application?	
Alignment with FRPA: <i>Sections 12(4), 16(3)(j) and 16(3)(n)</i>	
<b>RESPONDENT ANSWER</b>	<p><input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No</p> <p><b>If yes, please describe the process, and include the associated fees, for the individual to obtain the records from the applicant's file.</b> (Examples: application forms, reference letters, transcripts, criminal background checks, certificates of professional conduct, proof of good standing in another jurisdiction, etc.)</p> <p>We do not have a process but if the applicant wanted a copy of all the documentation they provided or we gathered than we would provide that for them</p>
<b>COMPLIANCE CRITERIA</b>	<p><b>Compliant:</b></p> <ul style="list-style-type: none"> <li>The regulating body has a process under which requests for access to records are considered; and</li> <li>the respondent's answer provides a description of the process.</li> </ul> <p><b>Not compliant:</b></p> <ul style="list-style-type: none"> <li>The regulating body does <i>not</i> have a process under which requests for access to records are considered; or</li> <li>the respondent's answer does <i>not</i> provide a description of the process.</li> </ul>

<b>REVIEW FINDINGS</b>	<b>To be completed by the FRPA Review Office:</b>  <input type="checkbox"/> Compliant X Not compliant
<b>COMMENTS: REVIEW FINDINGS</b>	<b>Comments, to be completed by the FRPA Review Office:</b> The response indicates that access to registration records is provided on a case by case basis. To ensure that all applicants are provided access in a consistent manner, a documented process should be in place. To be compliant with the FRPA regulating bodies must establish a process under which requests for access to records will be considered.

<b>QUESTION 17</b>	
Are the individuals who acted as decision-makers in respect to the initial registration decision different than the decision-makers in the internal review/appeal?	
Alignment with FRPA: Sections 10(5) and 16(3)(n)	
<b>RESPONDENT ANSWER</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>COMPLIANCE CRITERIA</b>	<b>Compliant:</b> <ul style="list-style-type: none"> <li>The respondent's answer states that no one who has acted as a decision maker for a registration decision has also acted as a decision maker in an internal review/appeal.</li> </ul> <b>Not compliant:</b> <ul style="list-style-type: none"> <li>The respondent's answer does <i>not</i> state that no one who has acted as a decision maker for a registration decision has also acted as a decision maker in an internal review/appeal.</li> </ul>
<b>REVIEW FINDINGS</b>	<b>To be completed by the FRPA Review Office:</b>  <input type="checkbox"/> Compliant X Not compliant
<b>COMMENTS: REVIEW FINDINGS</b>	<b>Comments, to be completed by the FRPA Review Office:</b> Previous responses indicate that there is no internal review process therefore, there are no internal review decision-makers. When an internal review process is developed, ensure that internal review decision-makers are different from the initial decision-makers. To be compliant with the FRPA regulating bodies ensure 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 of the same decision.

**QUESTION 18**

Explain the process that is used to ensure that the initial decision-maker for the registration/application of an applicant is different than the decision-maker in the internal review/appeal process.

Alignment with FRPA: *Sections 10(5) and 16(3)(n)*

<b>RESPONDENT ANSWER</b>	<b>Explain the process:</b> We do not have a process but the decision could be reviewed by another qualified government staff member if this was required
<b>COMPLIANCE CRITERIA</b>	<b>Compliant:</b> <ul style="list-style-type: none"><li>The respondent's answer explains any process that is used to ensure that the initial decision maker for the registration/application of an applicant is different than the decision maker in the internal review/appeal process.</li></ul> <b>Not compliant:</b> <ul style="list-style-type: none"><li>The respondent's answer does <i>not</i> explain the process (if they have one in place) that is used to ensure that the initial decision maker for the registration/application of an applicant is different than the decision maker in the internal review/appeal process.</li></ul>
<b>REVIEW FINDINGS</b>	<b>To be completed by the FRPA Review Office:</b>  <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not compliant
<b>COMMENTS: REVIEW FINDINGS</b>	<b>Comments, to be completed by the FRPA Review Office:</b> As stated in previous questions, currently there is no internal review process. This answer indicates that a process could be developed. When that happens, consider the process that could be used to ensure that the initial decision maker(s) for registration decisions is different than the decision maker(s) in the internal review. This helps avoid any conflict of interest. To be compliant with the FRPA the applicant must be offered a review of the registration decision that is internal to the regulating body, and ensure that internal review decision-makers are different from the original decision-maker(s).

**QUESTION 19**

How are the results of an internal review/appeal decision communicated/provided to the applicant? (Examples: in writing, email, etc.) Are the reasons included in the results? Do you have a timeframe to provide an internal review/appeal decision, and is the timeframe written and communicated to the applicant?

Alignment with FRPA: *Section 10(3)*

<b>RESPONDENT ANSWER</b>	<b>Explain how the results are provided and if the results include reasons (also include how the timeframe is written and communicated to the applicant):</b> Not applicable
<b>COMPLIANCE CRITERIA</b>	<b>Compliant:</b> <ul style="list-style-type: none"><li>• The internal review decision maker provides applicants with a written decision that includes reasons and a timeframe.</li></ul> <b>Not compliant:</b> <ul style="list-style-type: none"><li>• The internal review decision maker does <i>not</i> provide applicants with a written decision that includes reasons and a timeframe.</li></ul>
<b>REVIEW FINDINGS</b>	<b>To be completed by the FRPA Review Office:</b>  <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not compliant
<b>COMMENTS: REVIEW FINDINGS</b>	<b>Comments, to be completed by the FRPA Review Office:</b> Previous responses indicate that there is no internal review process therefore, there are currently no internal review decisions issued. When the internal review process is developed, ensure that it includes the decision making and communication process. To be compliant with the FRPA regulating bodies ensure that internal review decision makers provide applicants with a written decision that includes reasons within a reasonable time.



**QUESTION 20**

Have the decision-makers for the internal review/appeal process received training on how to conduct an internal review/appeal?

Alignment with FRPA: *Sections 11 and 16(3)(p)*

**RESPONDENT ANSWER**

- Yes  
 No

**If yes, explain what training is required for the decision makers for internal reviews/appeal:**

Not applicable

**COMPLIANCE CRITERIA****Compliant:**

- The regulating body provides training to individuals who make internal review decisions; and
- the respondent's answer describes the training.

**Not compliant:**

- The regulating body does *not* provide training to individuals who make internal review decisions; or
- the respondent's answer does *not* describe the training.

**REVIEW FINDINGS****To be completed by the FRPA Review Office:**

- Compliant  
 Not compliant

**COMMENTS: REVIEW FINDINGS****Comments, to be completed by the FRPA Review Office:**

Previous responses indicate that there is no internal review process therefore, there is currently no training plan for internal review decision-makers. When the internal review process has been developed, this will be required. FRPA Section 11: A regulating body shall ensure that individuals acting as decision-makers in internal reviews receive training on conducting an internal review.

### III: OTHER NOTES

During the review process areas for improvement in registration practices may be noted that are outside what is required for compliance with the FRPA. Though not mandatory, these practices are noted in this section for consideration by the regulating body.

The following was noted during the review of registration practices for Hunting and Fishing Guides:

- A third-party is heavily involved in the assessment process for Guides. The Action Plan states that a service agreement with the industry partner will be established. When this takes place, it is advised that the role of the third-party and access to their requirements and assessment criteria be made transparently available for applicants. On-going collaboration with the third party should be prioritized to ensure that roles and responsibilities are clear, and any changes are made in a timely and transparent manner.

For support with this and other actions associated with the improvement of registration practices, the regulating body may contact the Review Officer for advice, provision of templates, information, research and/or best practice. The FRPA Office can assist with templates and example policies on items that are required for compliance under the Act. (example: Website Information Resource). Sample policies and templates can be requested from the Review Officer at any time or by visiting the FRPA website: [Fair Registration Practices - Resources for Regulatory Bodies | novascotia.ca](https://www2.gov.ns.ca/frpa/FairRegistrationPractices-ResourcesforRegulatoryBodies.htm) .

#### IV: ACKNOWLEDGEMENTS:

The Lands & Forestry Outreach Education Division hereby declares that the information contained in this report is a true and accurate representation of current registration practices of the organization and agrees to take action to address items of non-compliance as per the following Action Plan.

DATE:

SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:

X Peter Bedden

## APPENDIX A: ACTION PLAN

Note: The intent of the Action Plan is to identify how the items of noncompliance are going to be corrected before the next review period to ensure compliance, fairness, and transparency, as required by the Act.

NAME OF REGULATING BODY: Lands & Forestry Outreach Education Division for Hunting & Fishing Guides

INFORMATION ON REGISTRATION PRACTICES AS OF: 2020-11-17

### ACTION PLAN TIMELINES:

TIMELINES FOR ACTION PLAN PROGRESS UPDATES					
	Action Plan Deadline	Action Plan Progress Update 1	Action Plan Progress Update 2	Action Plan Progress Update 3	Action Plan Progress Update 4
<b>Due Date</b>	2021-04-16	2022-05-05	Click or tap to enter a date.	Click or tap to enter a date.	Click or tap to enter a date.
<b>Actual Completed Date</b>	2021-01-14	Click or tap to enter a date.	Click or tap to enter a date.	Click or tap to enter a date.	Click or tap to enter a date.

### ACTION PLAN:

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
<i>Sections 6, 7(a), (c), 9(a), 16(3)(a), (b) and (g)</i>					
Question	Areas of non-compliance to be addressed	Regulator Action Plan		Dates for Completion	FRPA Review Officer Comments

<b>Action required</b>	1 & 2	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> <li>- provide clear instructions on what documentation must accompany applications</li> <li>- ensure that information regarding registration requirements and how requirements are to be met is clear and easily accessible in the public domain through print and electronic media.</li> </ul>	<ul style="list-style-type: none"> <li>- Update the application process for Hunting, Fishing and Master Guide, identifying documentation that must accompany the application and ensure this information aligns with Regulations</li> <li>- Update Policy/Procedure</li> <li>- Update the Guide website information at novascotia.ca/natr/hunt - Provide information on who provides training, details of training program, acceptable equivalencies, documentation required for equivalencies or will be accepted as proof of experience</li> </ul>	<p>Sept 30 2021 for process and information updates</p> <p>Mar 31 2022 for updated Policy/Procedures</p> <p>June 30 2022 for website updates</p>	A reasonable plan to address the current gap in registration practices.
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
<i>Sections 6, 7(a), (c), 9(a), 16(a), (b) and (g)</i>					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	3	Areas of non-compliance to be addressed in an action plan are as follows:	<ul style="list-style-type: none"> <li>- Update the application process for Hunting, Fishing and Master Guide, identifying documentation that must accompany the application for people who received training outside of Canada and ensure this information aligns with Regulations</li> </ul>	Sept 30 2021 for process and information updates	A reasonable plan to address the current gap in registration practices.

		<ul style="list-style-type: none"> <li>- ensure that information regarding registration requirements and how requirements are to be met by <b>applicants who received their qualifications outside of Canada</b> is clear and easily accessible in the public domain through print and electronic media.</li> <li>- provide clear instructions on what documentation must accompany applications</li> </ul>	<ul style="list-style-type: none"> <li>- Update Policy/Procedure</li> <li>- Update the Guide website information at <a href="http://novascotia.ca/natr/hunt">novascotia.ca/natr/hunt</a> - Provide clear information on acceptable equivalencies, documentation required for equivalencies or will be accepted as proof of experience for training that occurred outside of Canada.</li> </ul>	<p>Mar 31 2022 for updated Policy/Procedures</p> <p>June 30 2022 for website updates</p>	<p>When updating these policies/procedures you may also wish to consider whether an applicant could begin the process outside Canada and any requirements pertaining to translation of documents.</p> <p>Be clear about who will assess these applications and what criteria will be used to assess them.</p>
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
<i>Sections 3, 6, 7(a), (c), 9(a), 16(a), (b) and (g)</i>					
Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments	

<b>Action required</b>	4	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- ensure that information about registration requirements and how requirements are to be met by <b>applicants who received their qualification outside NS but within Canada</b> is clear and easily accessible in the public domain through print and electronic media.</li> <li>- ensure that information about registration requirements and how requirements are to be met by <b>applicants registered in another Canadian jurisdiction</b> are based on certificate-to-certificate recognition and are clear and easily accessible on the public domain through print and electronic media.</li> <li>- provide clear instructions on what documentation must accompany applications</li> </ul>	<ul style="list-style-type: none"> <li>- Complete a jurisdictional review across Canada of Guiding certification requirements</li> <li>- Create registration requirements for applicants who received qualifications outside of NS but within Canada. To be aligned with CFTA (there is no exception in place for Guiding)</li> <li>- Update Policy/Procedures to address the transfer of Canadian credentials to Nova Scotia</li> <li>- Update the Guide website information at <a href="http://novascotia.ca/natr/hunt">novascotia.ca/natr/hunt</a> - Provide clear information on process and documentation required for the transfer of credentials.</li> </ul>	<p>Mar 31 2022 for jurisdiction review and creation of requirements for applicants</p> <p>Mar 31 2022 for updated Policy/Procedures</p> <p>June 30 2022 for website updates</p>	<p>This one requires quite a bit of work. The Labour Mobility Coordinator could assist with the gathering of information on a cross-jurisdictional level.</p> <p>A person licensed to do this job in another jurisdiction will have the skills, but may not have the knowledge of the local region/ regulations, etc. You may be able to address this with development of a jurisprudence exam and study guide.</p> <p>A jurisprudence exam is permissible under the CFTA. There is potential for an exam to be useful in other registration situations such as registration of the international applicant who has been able to prove that they have an equivalent training course.</p>
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES				
Sections 9(b), 16(3)(c)						
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments	
Action required	6	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- document guidelines that describe alternatives that would be acceptable when documentation that must accompany an application cannot be obtained for reasons beyond the applicant's control</li> </ul>	<ul style="list-style-type: none"> <li>- Create a list of acceptable alternative documentation that would be accepted if original documentation cannot be provided (proof of training course, previous licenses held, statement of attestation, etc)</li> </ul>	Sept 30, 2021	<p>A reasonable plan to address the current gap in registration practices. A template policy that can be used as a guideline to develop criteria around alternative documentation can be found on the Fair Registration Practices website: <a href="https://www.fairregistrationpractices.ca/resources-for-regulatory-bodies">Fair Registration Practices - Resources for Regulatory Bodies   novascotia.ca</a></p>	
Update 1						
Update 2						
Update 3						
Update 4						



ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
Sections 16(3)(h)					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	8 & 9	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- document a description of the accommodation practices for applicants which includes:               <ul style="list-style-type: none"> <li>- how to request an accommodation</li> <li>- guidelines regarding types of accommodations</li> </ul> </li> <li>- ensure that practices are adaptable if a new situation arises</li> </ul>	<ul style="list-style-type: none"> <li>- Create a description of accommodations that are provided to the public as part of the training and application process – in consultation with NS Guides Assoc.</li> <li>- Provide this information on the website</li> <li>- Update Policies/Procedures with this information</li> </ul>	<p>Sep 30 2021 for process and information updates</p> <p>Mar 31 2022 for updated Policy/Procedures</p> <p>June 30 2022 for website updates</p>	<p>A reasonable plan to address the current gap in registration practices. A template policy that can be used as a guideline to develop a description of accommodation practices and advise applicants how to make such a request can be found on the Fair Registration Practices website: <a href="https://www.novascotia.ca/fair-registration-practices-resources-for-regulatory-bodies">Fair Registration Practices - Resources for Regulatory Bodies   novascotia.ca</a></p>
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
Sections 7(a), (d), 16(3)(b) and (i)					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	10 & 11	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- document all criteria that are used to assess whether requirements for certification have been met</li> <li>- ensure that information is clear and easily accessible in the public domain through print and electronic media.</li> </ul>	<ul style="list-style-type: none"> <li>- Document assessment criteria in conjunction with NS Guides Association, establish benchmarks</li> <li>- Create a service agreement with NS Guides that outlines service expectations (for both government and NS Guides), accountabilities</li> <li>- Post information to website</li> </ul>	<p>Mar 31 2022 for assessment criteria</p> <p>Sept 30 2022 for website updates</p> <p>Service Agreement: Mar 31 2022</p>	<p>A reasonable plan to address the current gap in registration practices.</p> <p>Here is a link to a document with some guiding questions for Third-Party Organizations:  <a href="#">Questions-for-Third-Party-Organizations.pdf (novascotia.ca)</a></p>
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
Sections 8(c), 10(1)					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
Action required	12	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- document a process to ensure that applicants who are not granted registration are provided with a written decision that includes the reasons why registration has been denied</li> <li>- ensure that information about the internal review process is provided to applicants who have not been granted registration.</li> </ul>	<ul style="list-style-type: none"> <li>- Develop written response template for transfer of credentials denial.</li> <li>- Update Policy/Procedure with this information/template</li> </ul>	<p>Sept 30 2021 for process and information updates</p> <p>Mar 31 2022 for updated Policy/Procedures</p>	<p>Development of a template to address this gap in registration practices is a reasonable plan. The template should include all potential denial situations, not just transfer of credentials. Inadequacy of the credential to meet standards could be a reason for denial.</p> <p>Any applicant who is denied registration/licensure should be provided with information on the internal review process.</p>
Update 1					
Update 2					
Update 3					
Update 4					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
Sections 8(d) and 16(3)(k)					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
Action required	13	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- consider opportunities that might be available to support future success such as referral to a relevant training program, practice exam, etc.</li> <li>- provide information with respect to measures or programs that may be available to assist unsuccessful applicants in obtaining certification, at a later date</li> </ul>	<ul style="list-style-type: none"> <li>- Written response for denial of credentials will include information on what is required to become a successful applicant or obtain proper certification at a later date.</li> </ul>	<p>Sept 30 2021 for process and information updates</p> <p>Mar 31 2022 for updated Policy/Procedures</p>	<p>A written response would be required for denial of licensure. It is good to provide information on how to be successful in the future at the same time, if practical. Make sure a list of potential supports is documented.</p>
Update 1					
Update 2					
Update 3					
Update 4					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
Sections 7(a), 10(1)(2)(4) and 16(3)(m)					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	14 & 15	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- document a clearly defined process for an internal review of the registration decision which includes: <ul style="list-style-type: none"> <li>- procedures</li> <li>- timeframes</li> <li>- opportunities the applicant has to provide new information and to make submissions in support of their position (e.g. documented evidence, hearing, etc.)</li> </ul> </li> <li>- ensure that information on the internal review process is clear and easily accessible in the public domain through print and electronic media</li> <li>- document the timeline and process by which an applicant who has been denied registration is informed about</li> </ul>	<ul style="list-style-type: none"> <li>- Internal Review Process to be developed and incorporated in the review denial response for Q12 and Q13.</li> <li>- Website to be updated and timelines identified to applicants/public.</li> </ul>	March 30 2023	<p>2023 is a lengthy timeline to complete this action but given the small number of registrants the risk to not having a documented internal review process is low.</p> <p>Since there is no internal review process currently in place, this one will take some time to develop and decide on a way to make this opportunity available to denied applicants.</p> <p>The process, when developed, must include all the details as listed in the column for Areas of non-compliance to be addressed. There is a template policy that can be used to help guide development that can be</p>

		the procedures and time frames for the internal review.			found on the Fair Registration Practices website: <a href="https://www.novascotia.ca/fair-registration-practices-resources-for-regulatory-bodies">Fair Registration Practices - Resources for Regulatory Bodies   novascotia.ca</a>
Update 1					
Update 2					
Update 3					
Update 4					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
<i>Sections 12 and 16(3)(j)</i>					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
Action required	16	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- develop and document a clearly defined process under which requests for access to records will be considered, including:</li> </ul>	<ul style="list-style-type: none"> <li>- Create a process for clients to request access to documents related to registration/application for Guides Training/Certification</li> <li>- Post to website</li> </ul>	March 30 2023	2023 is a lengthy time to complete this action. Until such time as a process is documented, any requests from applicants to access their registration records should be respected. A template policy that can be

		<ul style="list-style-type: none"> <li>- the process by which an applicant may make a request</li> <li>- any limitations with regards to access</li> <li>- any fees associated with the request</li> </ul>			used as a guideline to develop an Access to Registration Records process can be found on the Fair Registration Practices website: <a href="https://www.fairregistrationpractices.ca">Fair Registration Practices - Resources for Regulatory Bodies   novascotia.ca</a>
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES			
<i>Sections 10(5) and 16(3)(n)</i>					
	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
Action required	17 & 18	Areas of non-compliance to be addressed in an action plan are as follows:	<ul style="list-style-type: none"> <li>- In the documentation of the review process, identify who the internal reviewers will be (cannot be the decision-maker).</li> </ul>	March 30 2023	The work that will take place on development of an internal review process will include

		<ul style="list-style-type: none"> <li>- document the process that is used to ensure that no one who acted as a decision-maker in a registration decision may act as a decision-maker in an internal review of the same decision</li> <li>- include in the description of the internal review process a statement to the effect that no one who acted as a decision maker in a registration decision may act as a decision maker in an internal review of the same decision</li> </ul>				consideration for the decision-maker(s), none of whom may be involved in the initial registration decision. Connect this action with #14 & 15 to develop a robust policy to cover all aspects of the internal review process and ensure that there are no conflicts of interest in the decision-making process.
<b>Update 1</b>						
<b>Update 2</b>						
<b>Update 3</b>						
<b>Update 4</b>						

<b>ALIGNMENT WITH THE FRPA</b>	<b>OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES</b>
<i>Sections 10(3)</i>	



	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	19	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- ensure that the internal review process includes a requirement for decision makers to provide applicants with a written decision that includes reasons</li> <li>- the internal review process describes the timeframe for a decision to be communicated to the applicant</li> </ul>	<ul style="list-style-type: none"> <li>- Include written decision requirements for internal review process and applicable timelines for an internal review to be completed.</li> </ul>	March 30 2023	<p>As per the plan for #12, you could develop a template for this purpose listing possible reasons for the internal review decision.</p> <p>Add all timelines to the internal review process document described in #14 &amp; 15.</p>
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					

ALIGNMENT WITH THE FRPA	OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES
Sections 11, 16(3)(p)	

	Question	Areas of non-compliance to be addressed	Regulator Action Plan	Dates for Completion	FRPA Review Officer Comments
<b>Action required</b>	20	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> <li>- ensure that individuals acting as decision-makers in internal reviews receive training on conducting an internal review.</li> <li>- develop a plan and document training provided to individuals who make internal review decisions</li> </ul>	<ul style="list-style-type: none"> <li>- identify and put in place training for internal review staff.</li> </ul>	March 30 2023	This action will be closely connected with the other actions related to development of an internal review process. Details related to a reasonable training plan for decision-makers will evolve as the internal review process is developed.
<b>Update 1</b>					
<b>Update 2</b>					
<b>Update 3</b>					
<b>Update 4</b>					