
NOVA SCOTIA APPRENTICESHIP AGENCY

Fair Registration
Practices Act (FRPA)
Review
October 2020

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 participate in a review of registration practices in accordance with the Act and file a report on results of the review with the Review Officer. The Review Officer works collaboratively with regulators to ensure accurate reporting on the current registration practices and to develop an action plan that will guide the regulating body in continuous improvement and to rectify any issues that may have been identified with compliance.

The review of the registration practices of the Nova Scotia Apprenticeship Agency (NSAA) began late in 2019. NSAA is the regulatory authority for 13 compulsory trades in Nova Scotia. This review involved an extensive process of gathering information and collaboration to ensure an accurate representation of registration practices and has taken over ten months to complete. The result is a report that represents the registration practices of NSAA and an action plan that reflects the need to address some high priority issues and some other improvements. Four actions are designed to address issues of non-compliance and two other actions address areas for improvement. All items in the Action Plan will support fairer registration practices that are consistent with the FRPA. High priority actions have been identified as follows:

- Ensure all registration decisions are communicated in writing and include reasons;
- Develop a FRPA complaint appeals policy, including a training plan for internal review decision-makers;
- Develop a process by which applicants may request access to their application/certification records.

Other areas for improvement include:

- Website enhancements that focus on the provision of information in a clear and understandable form;
- Enhancements to the collection of registration data.

NSAA has agreed to address all these actions and details pertaining to the above can be found in the Action Plan at the end of this report. In their plan to move forward NSAA has identified that some of these actions will be addressed by way of a new Apprenticeship Management System which is expected to go live in the summer of 2021. NSAA may have to wait on some legislative changes to fully address actions pertaining to the development of a FRPA compliant registration appeals process. A legislative review is underway.

This initial review of registration practices has required that NSAA look carefully at all aspects of their registration process. This has shed light on some areas that previously may have been overlooked. NSAA can use information in this report to continue to seek ways to ensure applicants are offered transparent, objective, impartial and procedurally fair registration practices. The FRPA Review Office will seek an update on the action plan in one year.

Sincerely,



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

Introduction

The purpose of the Fair Registration Practices Act (FRPA) Review is to share the Review Officer's understanding of the Nova Scotia Apprenticeship Agency (Agency) practices regarding the fair consideration of individuals applying for registration.¹ During the 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 Agency to date. The *Nova Scotia Apprenticeship Agency Review Report* captures the results of the review process and an Action Plan that holds the Agency accountable for continuous improvement.

Through the review, the FRPA Review Officer aims to build on the work of the Agency 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.*

Context of the Trades in Nova Scotia

There are two distinct pathways to obtain certification in a trade within Nova Scotia.

The first pathway is through apprenticeship. This is a form of post-secondary education that is a combination of on-the-job and technical training where skilled trade professionals (certified journeypersons) pass along their knowledge and skills to the apprentice. Once the Apprentice has successfully obtained all required hours and technical training for their trade, they can go on to write their certification exam. If successful they will obtain their Certificate of Qualification deeming them competent to work in the field as a certified journeyperson.

The second pathway to certification is through the trade qualification process. This pathway is for individuals who have significant experience working in a trade who can prove that their skills and work experience meet the standards set for a certified skilled tradesperson in Nova Scotia. Once the required documentation is received and the application is processed, the individual can attempt the certification exam. If they are successful, they will obtain Certificate of Qualification in the trade and be considered a certified journeyperson.

The Red Seal Program is a program that sets common standards to assess the skills of tradespeople across Canada. Individuals who successfully obtain their Certificate of Qualification in any of the Red Seal trades will also receive the Red Seal Endorsement on their certification. This endorsement is proof that the tradesperson has demonstrated the knowledge required for the national standard in that trade. The Red Seal endorsement promotes excellence to employers, instills pride in skilled workers and facilitates labor mobility.

Compulsory Trade Profiles

There are currently 70 designated trades within Nova Scotia, 13 of which are compulsory under the Apprenticeship and Trades Qualifications Act, meaning you must either be a certified journeyperson or a registered apprentice to work in the trade. All other trades are voluntary trades; therefore, registration or certification are not mandatory. Below is a list of the 13 compulsory trades in NS with a summary of the trade profiles. These profiles do not include all aspects of the job. For more information on each profile please click [here](#).

Auto Body Collision Technician - Repairs, restores and replaces damaged auto body parts such as glass, trim, steering, and suspension.

Automotive Service Technician - Services and repairs the brakes, suspension, engine, and fuel systems of cars and light trucks.

Service Centre Technician - Performs tune-ups, safety inspections, services and repairs the brakes, clutch and tires of cars and light trucks.

Boilermaker - Builds, tests and repairs air-tight and liquid-tight containers such as boilers and storage tanks.

Bricklayer - Builds and repairs walls, floors, fireplaces, walkways with bricks, blocks and stones.

Construction Electrician - Installs, alters, repairs, and connects electrical systems that provide heat, light and power in residential, commercial, institutional and industrial environments.

Oil Heat System Technician - Installs, repairs and services oil burning and oil combination burning equipment and appliances.

Plumber - Installs and repairs piping and other equipment used to move, store, or dispose of water, gas, and sewage.

Refrigeration & A/C Mechanic - Installs and services refrigerating and air conditioning systems.

Sheet Metal Worker - Designs, installs and repairs sheet metal products and parts.

Sprinkler Fitter - Installs and maintains permanent fire extinguishing systems.

Steamfitter/Pipefitter - Installs piping, equipment, and controls for hot water, steam, and chemical piping.

Truck & Transport Mechanic - Repairs and services the various systems and engine components of buses and transport vehicles.

Organizational Description

The Agency was established on July 1, 2014 as an agent of the Crown and is housed within the Department of Labour & Advanced Education. The Agency is operated under the authority of the Apprenticeship and Trades Qualifications Act, the Operating Charter and the General Regulations, and is authorized to manage the trades training and certification system in Nova Scotia.

Active Membership Requirements (Certificate of Qualification renewal)

- Clients in compulsory trades must renew their certificate of qualification every 5 years
- Renewal fee \$74.18

Apprentice Registration Requirements

Apprenticeship begins with an agreement between an apprentice and an employer. The apprentice agrees to work for the employer in exchange for supervised, on-the-job training and experience, and the opportunity to participate in the necessary technical training. In the workplace, apprentices are supervised by a certified journeyperson.

The Agency registers an agreement between a person who is eligible to enter an apprenticeship agreement and an employer who employs the person as an apprentice to learn the trade and obtain a certificate of qualification (CoQ) in a designated trade.

For individuals in the Trade Qualifier pathway, the individual must provide proof of the required number of hours in the trade along with two references who can verify the necessary competencies before they are eligible to challenge a certification exam. If the above cannot be obtained, an affidavit may be acceptable.

Compulsory Trade Requirements

Auto Body Collision Technician

Apprenticeship Pathway:

- Completion of technical training (4 levels)
- 7,200 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway:

- Proof of at least 10,800 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful completion of the certification exam

Automotive Service Technician

Apprenticeship Pathway:

- Completion of technical training (4 levels)
- 7,200 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway :

- Proof of at least 10,800 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful completion of the certification exam

Automotive Service Centre Technician

Apprenticeship Pathway:

- Completion of technical training (3 levels)
- 5,400 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway:

- Proof of at least 8,100 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful Completion of the certification exam

Boilermaker

Apprenticeship Pathway:

- Completion of technical training (3 levels)
- 5,400 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway:

- Proof of at least 8,100 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful completion of the certification exam

Bricklayer

Apprenticeship Pathway:

- Completion of technical training (3 levels)
- 5,400 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway:

- Proof of at least 8,100 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful Completion of the certification exam

Construction Electrician

Apprenticeship Pathway:

- Completion of technical training (4 levels)
- 7,200 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway:

- Proof of at least 10,800 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful completion of the certification exam

Oil Heat System Technician

Apprenticeship Pathway:

- Completion of technical training (3 levels)
- 5,400 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway:

- Proof of at least 8,100 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful completion of the certification exam

Plumber

Apprenticeship Pathway:

- Completion of technical training (4 levels)
- 7,200 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway:

- Proof of at least 10,800 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful completion of the certification exam

Refrigeration & Air Conditioning Mechanic

Apprenticeship Pathway:

- Completion of technical training (4 levels)
- 7,200 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway:

- Proof of at least 10,800 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful completion of the certification exam

Sheet Metal Worker

Apprenticeship Pathway:

- Completion of technical training (4 levels)
- 7,200 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway:

- Proof of at least 10,800 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful completion of the certification exam

Sprinkler Fitter

Apprenticeship Pathway:

- Completion of technical training (4 levels)
- 7,200 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway:

- Proof of at least 10,800 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful completion of the certification exam

Steamfitter/Pipefitter

Apprenticeship Pathway:

- Completion of technical training (4 levels)
- 7,200 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway:

- Proof of at least 10,800 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful completion of the certification exam

Truck & Transport Mechanic

Apprenticeship Pathway:

- Completion of technical training (4 levels)
- 7,200 apprenticeship hours
- Successful completion of the certification exam

Trade Qualifier Pathway:

- Proof of at least 10,800 hours
- References from two qualified individuals who can attest to competence in the trade.
- Successful Completion of the certification exam

CFTA Transfers (certified journeypersons)

The Red Seal endorsement is a recognized standard in jurisdictions across Canada, one that employers look for as an indication of skills and competency. Once you obtain the Red Seal endorsement, you can work anywhere in Canada without further training or examination.

Apprentice Mobility

Canada's Premiers created a Provincial-Territorial Apprentice Mobility [agreement](#) and [protocol](#). The protocol obligates Ministers responsible for apprenticeship to provide clear, consistent information for apprentices and employers, and to recognize hours worked and technical training successfully completed by apprentices, regardless of the jurisdiction in which they were completed. The protocol applies to apprentices moving permanently or temporarily, and to recent graduates of college trades programs. Its overall goal is to ensure the availability of a skilled, competitive workforce across the country.

International Applicants

International Applicants without the required work experience can register as apprentices without restriction once they are employed in the trade.

Certificate through trade qualification

Section 30 of the General Regulations of the *Apprenticeship and Trades Qualifications Act* makes provision for persons other than registered apprentices to be examined for certification. If you have significant experience working in a trade and can prove that your skills and work experience meet the standards set for a certified skilled tradesperson in Nova Scotia, you may be able to apply under the Trade Qualification Program for approval to write the certification examination. For more information on the Trade Qualification Guidelines and Process please click [here](#).

Organizational Structure and Staffing

The Agency is composed of an industry-led Apprenticeship Board, committees, including Trade Advisory Committees, Agency staff and the Chief Executive Officer. The staff are responsible for the daily operations of the Agency.

Overview of Registration Process

Apprenticeship Registration Information

Apprentices can register or trade qualifiers can apply through:

- a. the NSAA website: <https://nsapprenticeship.ca/>
- b. by calling the NSAA Office at (902) 424-5651; TF (NS): 1-800-494-5651
- c. by emailing the NSAA Office at apprenticeship@novascotia.ca

Apprenticeship Registration Process

1. Client finds an employer willing to hire and train them as an apprentice.
2. Client then completes an Apprenticeship Agreement which is submitted to NSAA online with the registration fee.
3. The employer will confirm employment and Agency staff will approve the registration.
4. Apprentice is mailed registration package which includes a copy of their apprenticeship agreement, a welcome letter, as well as a logbook and apprentice photo ID. Employer is also sent a copy of the apprenticeship agreement and welcome letter.
5. Client completes the apprenticeship program.
6. Client successfully completes the certification examination.

Trade Qualifier Process

1. Schedule an appointment with an Industry Training Consultant to discuss options and eligibility requirements.
2. Complete the application form and collect the supporting documentation (proof of hours and references), make a copy, and contact the Industry Training Consultant to review your complete application package.
3. If your application is complete and meets eligibility, the Industry Training Consultant will schedule the certification examination.

Cost of Registration/Trade Qualifier application

Apprentice Registration: \$148.18 (\$128.85 + \$19.33 HST)

Trade Qualifier Application: \$740.77 (\$644.15 + \$96.62 HST)

2019 Registration Data

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

#	Question	Response
1	Total number of individuals with practicing licenses/certifications (compulsory trades).	25,994
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.	N/A
	• Received qualifications in Canada, new applicant - n/a for trades - issue a Certification of Qualification.	N/A
	• Received qualifications (training/work experience for trades) internationally, new applicant.	N/A
	• AIT/CFTA Transfers, applicants already registered in another Canadian jurisdiction. Red Seal not tracked.	N/A
	• Total number of applicants.	597
3	Types of practicing certificates issued and total number of individuals for each type identified for the reporting year.	
	• Certificate of Qualification: Automotive Service Technician	142
	• Certificate of Qualification: Boilermaker	7
	• Certificate of Qualification: Bricklayer	10
	• Certificate of Qualification: Construction Electrician	90
	• Certificate of Qualification: Auto Body Collision Technician	125
	• Certificate of Qualification: Oil Heat System Technician	6
	• Certificate of Qualification: Plumber	27
	• Certificate of Qualification: Refrigeration and Air Conditioning Mechanic	35
	• Certificate of Qualification: Automotive Service Centre Mechanic	38
	• Certificate of Qualification: Sheet Metal Worker	22
	• Certificate of Qualification: Sprinkler Fitter	6
	• Certificate of Qualification: Steamfitter/Pipefitter	33
	• Certificate of Qualification: Truck and Transport Mechanic	56
4	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:	Regulatory body costs: \$185 Other: \$0
5	What does registration with your organization authorize?	A certificate of qualification in a trade.

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 Review Officer works with the regulating body to assess their registration practices against the fair-access guidelines listed below and develop an Action Plan to help each organization comply with the Act and improve their registration practices.

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

FRPA Review Questionnaire and Assessment

	Question	Respondent Answer	Compliance Guideline	Review Finding	FRPA Reference
1a	How (what methods) do you use to provide information to potential applicants on your registration practices? (i.e. internet, individual counselling, hard copies)?	<p><i>Internet, email, Hard Copy, Telephone</i></p> <p>https://novascotia.ca/lae/apprenticeship/InitialQuestions.aspx?AppType=Online&AppForm=LAEA&APPA&Type=NS</p> <p>https://novascotia.ca/lae/apprenticeship/InitialQuestions.aspx?AppType=Online&AppForm=LAES3OTQ</p> <p>https://novascotia.ca/lae/apprenticeship/InitialQuestions.aspx?AppType=Online&AppForm=LAENHATEC</p> <p>https://www.novascotia.ca/just/regulations/regs/atqgenrl.htm</p> <p>https://nsapprenticeship.ca/apprentices/apprentice-registration</p>	<p>Level 1 Paper forms and information made available to applicants via regular post, Telephone</p> <p>Level 2 E-mail forms and information, telephone.</p> <p>Forms and information can be downloaded from website to be emailed / faxed / mailed in after completion</p> <p>Level 3 Automated on-line form on website and information is easily accessible on a website Process in place for applicants to track application status</p>	Level 2	16(3)(g)

1b	Can applicant begin the process outside of Canada?	<p><i>Yes – for trade qualifiers. Apprentices must be employed and therefore, international applicants cannot apply.</i></p> <p><i>Review the following website:</i> <u>https://www.nsapprenticeship.ca/skilled-workers/immigrants</u></p> <ol style="list-style-type: none"> 1. <i>Submit the application online.</i> 2. <i>Send in the necessary documentation.</i> 3. <i>Application will be evaluated to determine eligibility to write the exam which takes place after arrival in Canada.</i> 	<p>Level 1 No</p> <p>Level 2 Yes</p>	Level 2	
2	Please provide a link to your website.	<u>https://nsapprenticeship.ca/</u>	<p>Level 1 No website</p> <p>Level 2 Website is not up to date</p>	Level 2	16(3)(g)
2a	I believe that information on our website is: clear and understandable, written in plain language	<input type="radio"/> N/A <input checked="" type="radio"/> 1 (<i>Strongly Agree</i>) <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 (<i>Strongly Disagree</i>)	<p>Website is not in plain language</p> <p>Website does not have links for international applicants</p>		
2b	On what basis do you make changes to your website?	<p><i>Feedback from Applicants, Policy Change, News Postings, Other</i></p> <p><i>Other - Changes to Technical Training and Exam schedules</i></p>	<p>Website does not contain all forms and/or guidelines</p> <p>Level 3 Website content is reviewed for accuracy and updated annually</p>		
2c	When was the section of the website pertaining to registration last updated?	<i>Within the last 2 years</i>	<p>Website is in plain language</p> <p>Website is easy to navigate (e.g.</p>		

			international applicants) Website contains all forms and/or guidelines 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, regulation, policy</i>	<p>Level 1 Policy describing the registration process does not exist or is not documented</p> <p>Documents only available upon specific request</p> <p>Level 2</p>	Level 2	7(a), 7(c), 7(f), 16(3)(a), 16(3)(d)
3b	Specify the appropriate section(s)	<i>Apprenticeship and Trades Qualifications Act General Regulations</i> https://www.novascotia.ca/just/regulations/regs/atqgenrl.htm <i>Sec. 7, 11, 14, 16, 23, 26, 28, 30, 31, 42</i>	<p>Policy exists to describe certain aspect of registration process</p> <p>Available to the applicant</p> <p>Level 3</p> <p>Policy exist to describe all aspects of the registration practices</p>		
3c	Is this information made available to applicants	<i>Yes</i> <i>Regulations, experience hours and curriculum standards available on website</i> https://nsapprenticeship.ca/trades <i>Click on each trade to review their regs.</i>	Available to the applicant		
4	Are you waiting for legislation to be passed?	No	N/A	N/A	

5a	Is the criteria for meeting the requirements of registration documented?	<p>Yes</p> <p><i>Info in our Apprenticeship and Trades Qualifications Act General Regulations and Trade specific Regulations.</i></p> <p><u>https://www.novascotia.ca/just/regulations/regs/atqgenrl.htm</u></p>	<p>Level 1 Criteria is made available to applicants verbally but no supplemental documentation</p> <p>Level 2 Criteria is documented and made available to applicants</p>	Level 3	7(d), 16(3)(b)
5b	Do you provide applicants with the description of the criteria used to assess whether the requirements have been met (i.e. the number of years of schooling needed to be considered equivalent to a degree)?	<p>Yes</p> <p><i>All info explained on website and in regulations.</i></p> <p><i>There are Occupational Standards in the exam section, information on pass marks.</i></p> <p><u>https://nsapprenticeship.ca/apprentices/training#Prep</u></p> <p><i>Information on experience on the Trades website</i></p> <p><u>https://nsapprenticeship.ca/trades#accordion47</u></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	If you require translation of specific documents how is the applicant informed?	<p><i>Information can be found in the Guidelines and Process document for those following the Trade Qualifier Route</i></p> <p><u>https://nsapprenticeship.ca/sites/default/files/docs/pubs/TQGP.pdf</u></p>	<p>Level 1 No indication of translation requirements</p> <p>Available to applicants upon request</p>	Level 3	7(a)

		<i>Translation is not an issue for those following the Apprenticeship route.</i>	Level 2 Translation requirements indicated but not specific 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 Canadian Free Trade Agreement)?	<p>Yes</p> <p><i>We recognize credentials from other jurisdictions within Canada</i></p> <p><i>Applicants with the Red Seal do not need to become registered in Nova Scotia in order to work.</i></p> <p><i>Applicants that are certified, but do not hold a red seal must submit an equivalency application. NSAA will verify the credential from the original jurisdiction and, if equivalent, issue an equivalency card.</i></p> <p><u>https://nsapprenticeship.ca/skilled-workers/red-seal#accordion3</u></p> <p><u>https://www.novascotia.ca/justice/regulations/regs/atqgenrl.htm</u> sec. 42</p>	<p>Level 1 Yes – process not documented</p> <p>Level 2 Yes – process documented</p> <p>Level 3 Yes – process documented and made public on website</p> <p>Any additional requirements approved by government are explained on website</p>	Level 3	3

8	Does your organization make accommodation for applicants with physical or mental disability?	<p>Yes</p> <p><i>The Agency is committed to providing apprentices who have a documented disability or require special accommodation with reasonable, equitable and safe accessibility to programs and services offered in the apprenticeship training program.</i></p> <p><u>https://nsapprenticeship.ca/apprentices/training#accordion1</u></p>	<p>Level 1 Yes – process not documented</p> <p>Level 2 Yes – process documented</p> <p>Level 3 Yes – process documented and available to applicant</p>	Level 3	16(3)(h)
9a	Is any of your assessment process conducted by a third party (i.e. national bodies, credential assessment agencies, etc.)?	No	<p>Level 1 Regulatory body assumes that the certifying organization meets FRPA standards</p> <p>Level 2 Regulatory body has received documentation indicating 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.	N/A			
9c	Please indicate the types of activities that they assist with.	N/A	<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?	N/A			

9e	Are you informed of all decisions made by third parties on applicants?	N/A			
9f	Does the third party have an internal review process for unsuccessful applicants?	N/A			
10a	What types of supports do you provide to applicants during the registration process?	<p><i>Industry Training Consultant is paired with apprentices and provide supports to apprentice throughout their journey to Certification. Other supports include internet, telephone, print material and financial supports.</i></p> <p><u>https://nsapprenticeship.ca/contact#TC</u></p> <p><u>https://nsapprenticeship.ca/agency/forms-publications</u></p>	<p>Level 1 None</p> <p>Level 2 Multiple types of supports exist but not well documented</p> <p>Level 3 Multiple types of support exist, well defined and accessible</p>	Level 3	7(e), 16(3)(k)
10b	Have you had applicants who need support mechanisms that you can't provide or are not available?	<p>Yes</p> <p><i>At times unable to provide language supports (translators in the classroom, materials in other languages)</i></p>			
11	Where practical, do you provide unsuccessful applicants with information on programs and services they can participate in to facilitate successful registration in the future?	<p>Yes</p> <p><i>If applicants don't pass levels on second attempt, NSAA will recommend online courses as well as tutoring. NSAA will also provide this information for applicants struggling to pass exams.</i></p>	<p>Level 1 Only upon request Not documented</p> <p>Level 2 Yes – not documented</p> <p>Level 3 Yes – documented and available to applicant Applicants are told what their</p>	Level 2	8(d)

			competencies gaps are that need to be addressed		
12	Do you have a reasonable timeframe to respond to inquiries from applicants?	<input type="radio"/> N/A <input type="radio"/> 1 <i>Very Reasonable</i> <input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <i>Very Unreasonable</i>	Level 1 No policy Level 2 Policy in Place Level 3 Policy in place and accessible	Level 2	7(b), 8(a), 8(b), 8(c)
13a	Do you provide written decisions, responses and reasons for acceptance or rejection of an application?	<i>No</i> <i>Clients receive a welcome package once registration complete.</i> <i>We do not provide written documentation if rejected, we reach out via phone or email.</i>	Level 1 Upon request, limited documentation and no standard timeline Level 2 Some documentation	N/C	8(b), 8(c), 10
13b	Do you have a formal policy for this process?	<i>No</i>			
	Do you have a standard timeline	<i>No</i>	Level 3 Well-documented process with clearly established timelines		
13c	Do you provide applicants who are not granted registration with information regarding an internal review process (including the opportunity to make	<i>No</i>	Level 1 Yes – upon request, limited documentation Level 2 Yes – limited documentation Level 3	N/C	

	submissions respecting such reviews?)		Yes – well documented process		
14a	Do you provide information on what documentation of qualifications must accompany an application?	<p>Yes</p> <p>https://nsapprenticeship.ca/skill-ed-workers/red-seal#accordion2</p> <p>https://nsapprenticeship.ca/skill-ed-workers/red-seal#accordion2</p> <p>https://novascotia.ca/lae/apprenticeship/LAEAPPA.aspx?AppType=Online&AppForm=LAEAPPA&Type=NS</p>	<p>Level 1 Documents indicated and communicated verbally</p> <p>Level 2 List of required documents indicated on website</p>	Level 2	9(a), 16(3)(a), 16(3)(b), 16(3)(e)
14b	Do you include a process for verification of documentation authenticity?	<i>For an equivalency card, NSAA verifies with home jurisdiction that the document is authentic.</i>	<p>Process to verify document authenticity</p> <p>Level 3 N/A</p>		
15	Do you provide information on the steps in the registration process including supporting documentation required at the various steps?	<p>Yes</p> <p>https://www.nsapprenticeship.ca/apprentices/apprentice-orientation</p> <p>https://www.nsapprenticeship.ca/sites/default/files/docs/pubs/TQGP.pdf</p>	<p>Level 1 General information Not broken into steps</p> <p>Level 2 Step by step process indicate where applicant needs to supply information</p> <p>Level 3 Step by step process indicate where applicant needs to supply information Pathway to licensure</p>	Level 3	7(c), 16(3)(a), 16(3)(b)

16	Do you accept alternative information if required documents cannot be obtained for reasons beyond the applicant's control (i.e. a sworn statement in lieu of full documentation)?	<p>Yes</p> <p><i>When an applicant is unable to provide required documentation for reasons beyond their control, they are advised about alternative documentation that would be acceptable. For example: an affidavit from a Nova Scotia court.</i></p>	<p>Level 1 Yes – on a case by case basis</p> <p>Level 2 Yes – examples documented Process not clearly laid out or documented</p> <p>Level 3 Yes – process clearly documented</p>	Level 2	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, identifying and participating in gap training programs, language proficiency or professional technical language</i></p> <p><i>Trade terminology</i></p>	N/A	N/A	6, 9(b), 16(3)(c)
18a	Do you have a process for which requests for access documentation related to registrations are considered?	<p><i>NSAA does provide applicants with access to their registration records by request, but does not have a formal process in place.</i></p>	<p>Level 1 Not documented</p> <p>Level 2 Documented</p> <p>Level 3 Documented and made available to applicants</p>	Level 1	12, 16(3)(j)
18b	Is this made available to applicants?	<i>Only on request</i>			
18c	What information may you exclude?	<i>No information excluded</i>			
18d	Do you charge a fee?	<i>No, except for official transcript.</i>			
19	Does your Act include an authority to conduct an internal review of the registration decision?	<p>Yes</p> <p><i>Apprenticeship and Trades Qualifications Act Section 24</i></p>	<p>Level 1 N/A</p> <p>Level 2 N/A</p> <p>Level 3 Yes</p>	Level 3	7(a)

20	Do you have a regulation or by-law that defines the internal review process?	No	Level 1 N/A Level 2 N/A Level 3 Yes	N/A	7(a), 10
21	When are unsuccessful candidates informed of their right to internal review of the registration decision?	<i>There is no process in place at this time.</i>	Level 1 No specific timeline Level 2 Specific timeline Not documented Level 3 Specific timeline Documented and communicated	N/C	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	N/C	7(a), 10(1)
22b	Does this include time frames for the internal review?	N/A	Documented Level 3 Yes Documented and available to applicant		
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.	N/A	Level 1 Not documented Level 2 Documented Level 3 Documented and made available to applicant	N/A	7(a), 10, 16(3)(m)

23b	Describe the opportunities made available to an applicant to make submissions respecting such review.	N/A			
23c	Specify the format for the internal review submission	N/A			
23d	What is the timeline for submitted supporting evidence?	N/A			
23e	Do you believe this is enough time to receive supporting evidence from outside Canada?	N/A			
24a	Are the results of the internal review made available to applicants in writing with reasons?	N/A	Level 1 Yes Level 2 Yes Specific timeline Level 3 Yes Specific timeline and communicated	N/A	
24b	In what timeframe are the results of the internal review made available to applicants?	N/A			7(a), 10(3)
24c	Are these timelines communicated?	N/A			
25	Have individuals who make internal review decisions received appropriate training?	N/A	N/A	N/A	7(a), 11, 16(3)(p)

26	Do you have a prohibition that states that ‘no one who acted as a decision-maker in respect of a registration decision acted as a decision-maker in an internal review?’	N/A	Level 1 N/A Level 2 N/A Level 3 Yes	N/A	7(a), 10(5), 16(3)(n)
27	Do you have any international agreements (i.e. reciprocal recognition) endorsed by your regulatory body or national organization?	No	N/A	N/A	7
28	Has your organization experienced any unintended consequences—defined as an unintended negative impact on labour market, economic, social or other condition—arising as a result of the implementation of Chapter 7 of the Agreement on Internal Trade / Canadian Free Trade Agreement?	No	N/A	N/A	3

29	Does your legislation and/or regulations include labour mobility provisions (i.e. the ability to accept applicants already certified in another Canadian jurisdiction regardless of the requirements in the previous jurisdiction?)	Yes <i>Legislation establishes recognition of the Red Seal in Nova Scotia as well as the ability to recognize the equivalency of qualifications for those who do not have a Red Seal.</i>	N/A	N/A	Chapter 7, CFTA
30	Do you review the requirements of the other provincial regulatory bodies regularly?	Yes <i>During Harmonization meetings and Canadian Council of Directors of Apprenticeship meetings.</i>	N/A	N/A	3, Chapter 7, CFTA
31a	Has your organization made any changes to the occupational standards in your legislation, regulations and/or by-laws (i.e. entry to practice standards, continuing education requirements, codes of ethics) within the last two years?	Yes	N/A	N/A	

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

In accordance with the *Fair Registration Practices Code*, the FRPA Action Plan outlines the measures that the Nova Scotia Apprenticeship Agency has agreed to work towards.

Non-Compliance Issues

The actions listed in this section address registration practices that currently contravene the FRPA. Relevant sections of the Act are referenced with each action. Nova Scotia Apprenticeship Agency will address these priority actions with report back to the FRPA Review Officer in one year.

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
1	<p>Develop an internal policy on communicating decisions along the pathway to certification. Ensure that it includes the following:</p> <ul style="list-style-type: none">• All decisions are to be communicated in writing and must include reasons.• Timelines for responding to applicants and for communicating decisions.• Unsuccessful applicants must receive the following information with the decision:<ul style="list-style-type: none">- Information on programs and services they can participate in to facilitate successful registration in the future; and- Information on their right to appeal.	11, 13	8(b),(c),(d), 10	<p>The Apprenticeship Management System will provide on-line, self-serve options for all clients of the Agency. This will allow clients to access up-to-date information regarding their applications and apprenticeship journey. Testing is starting in January 2021 on the core system. Go-live is expected in Summer 2021.</p> <p>The staff of the Agency makes the decision and the decision is submitted into the system with reasons, fully accessible to the client.</p> <p>All policies and procedures, including communicating decisions to applicants, will be updated for the new AMS.</p>

2.	<p>Develop a FRPA complaint appeals policy containing all the following:</p> <ul style="list-style-type: none"> - That the applicant will be informed in writing of the right to appeal with receipt of the decision-letter. The appeal policy will be appended to the decision letter. - The timeframes for stages of the appeal. - An opportunity for the applicant to make submissions respecting the appeal and information regarding acceptable formats for submission - A prohibition that no one who acted as a decisionmaker in an original decision will act as a decisionmaker in an appeal. - That decisions will be provided to the applicant in writing with reasons. 	21, 22, 23, 24, 26	7(a), 10, 16(3)(m),(n),(p)	<p>This requires a legislative amendment. There is currently a legislative review underway. Though the timeline is uncertain, we will commit to ensuring that these decisions have a FRPA compliant appeals mechanism.</p>
3.	Document a training plan for appeal decision-makers.	25	11, 16(3)(p)	Will be completed with review of the legislation as per action 2.
4.	Document a process for which applicants may request access to their application/certification records.	18	12, 16(3)(j)	AMS will give all applicants access to their records. This will be accomplished when the AMS goes live in the summer of 2021.

Recommended Improvements to Registration Practices

The actions listed in this section address registration practices that meet a minimum level of compliance with the FRPA. These actions focus on areas for improvement.

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
1	<p>Website:</p> <ul style="list-style-type: none">- Enhance Immigrants to Nova Scotia webpage by adding steps that can be completed before coming to Canada- Add a list of requirements for each compulsory trade to the Trades webpage- Post estimated response time to inquiries on the website with contact information.	1b, 2, 3, 12	16(3)(b),(g), 8(a)	Our new webpage is being launched in fall 2020 and this page will be updated. Service standards are currently being developed for the implementation of AMS and will be communicated to clients.
2.	<p>Ensure that data for both Apprenticeship and Trade Qualifier is collected to fulfill all information requests as per the FRPA Annual data survey including:</p> <ul style="list-style-type: none">- Fees charged for certification- The number of completed applications received and the number approved or rejected- Average length of time commencing from receipt of an application that the certification process takes- Number of internal reviews and the timelines for making those decisions	FRPA Annual Survey	16(3)(d),(f),(l),(o),(q)	All information will be available in the new AMS.

	<ul style="list-style-type: none"> - Number of applicants who received qualifications outside the province, but within Canada and a listing of the provinces where qualifications were obtained - Number of applicants who received qualifications outside Canada and a listing of the countries where qualifications were obtained. 			

Disclaimer

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

Marjorie Dawson

Registrar

Date: November 13, 2020

Appendix



Nova Scotia Apprenticeship Agency
PO Box 578, Thompson Building
Halifax, Nova Scotia B2J 2S9
Phone: (902) 424-5651 Toll Free (in NS): 800-494-5651
Fax: (902) 424-0717

APPLICATION FOR APPRENTICESHIP AGREEMENT

The Department will use and disclose personal information only in accordance with the Nova Scotia Freedom of Information and Protection of Privacy Act and the Nova Scotia Personal Information International Disclosure Protection Act. To correct or access your personal information you may contact the Department Information Access and Privacy Manager at <http://novascotia.ca/is/programs-and-services/iapa/>.

Summary Transaction Details

Fee

Applicant Information - Permanent Nova Scotia Address (Address where you are ordinarily resident)

Are you transferring from one registered trade to another?

Are you progressing from one trade level to another (example: Gas Fitter Class-B to Gas Fitter Class-A)?

Are you a Youth Apprentice (between 16-19)

Client Identification Number (If you have not been issued 200# add zeros) Trade

First Name	<input type="text"/>	Middle Name	<input type="text"/>
Last Name	<input type="text"/>	Apt/Suite	<input type="text"/>
Address	<input type="text"/>	City/Town	<input type="text"/>
Province/Territory	<input type="text"/>	Postal Code	<input type="text"/>
Country	<input type="text"/>	Country Code	<input type="text"/>
Home Phone	<input type="text"/>	Cell Phone	<input type="text"/>
Business Phone	<input type="text"/>	Extension #	<input type="text"/>
Email	<input type="text"/>	Date of Birth	<input type="text"/>
Skype Id	<input type="text"/>	Gender	<input type="text"/>
Province of Employment	<input type="text"/>	Social Insurance Number	<input type="text"/>

Temporary Out-of-Province Address

Apt/Suite	<input type="text"/>		
Address	<input type="text"/>		
City/Town	<input type="text"/>		
Province/Territory	<input type="text"/>	Postal Code	<input type="text"/>

Do you want your mail sent to this address?

Diversity Management

Your voluntary response to the questions below will assist the Department of Labour and Advanced Education in monitoring the number of apprentices with a diverse background. As well, identifying yourself as belonging to an under-represented group may qualify your employer for funding under the Apprenticeship START program. The information you provide may be used to develop new programs that promote the participation of individuals with a diverse background in apprenticeship. No information identifying you as an individual will be disclosed.

1. Are You an Aboriginal Person?
2. Are you an African Nova Scotian?
- If NO, are you, by virtue of race or colour, a visible minority in Canada?
3. For the purposes of employment, do you consider yourself to be a person with a physical disability?
4. Do you hold immigrant status?
5. For the purposes of employment, do you consider yourself to be a person with a learning/comprehension disability?



Employer Information

Nova Scotia Apprenticeship Agency
PO Box 578, 2021 Brunswick Street
Halifax, Nova Scotia B3J 2S9
Phone: (902) 424-5651 Toll Free (in NS): 800-494-5651
Fax: (902) 424-0717

Employer (Company) Name			
Employer Representative			
Employer Representative Position			
Date Applicant Hired		Apt/Suite	
Address			
City/Town			
Province/Territory		Postal Code	
Business Phone		Extension #	
Email			
Skype Id			
Number of current certified journey persons working in applicant's trade		Number of registered apprentices (not including applicant) working in applicant's trade	

Agreement and Authorization

I hereby authorize Service Nova Scotia and Municipal Relations to provide my Nova Scotia driver's license or Nova Scotia identification card photograph to the Nova Scotia Apprenticeship Agency for use on my identification card.

I Agree I Disagree Client Master Number (Driver's Licence)

I have a valid NS driving license or NS ID card

I do not have a valid NS driving license or NS ID card but will get one

Declaration

I have read and agree to the terms and conditions contained in the Apprenticeship and Trades Qualification Act, General Regulations and Trade Regulations, where applicable. I further acknowledge that I have received, read and agreed to my respective roles responsibilities listed below. I also consent to the verification of the information provided in this application and all supporting documentation.

I Agree Date Nova Scotia Apprenticeship Agency
PO Box 578, Thompson Building
Halifax, Nova Scotia B2J 2S9

My Employer has agreed to pay the fee. Please invoice them directly.

Payment Information (Fill and Print Applications Only)

Please enclose your fee, if applicable, and forward the completed application form to the address noted above. Cash and personal cheques are not accepted. Payments, including debit and credit, are accepted at all branch locations. Please make Certified/Business cheques and money orders payable to the "Minister of Finance".

Method of payment		Transaction Number	
Visa		Mastercard	
Name on Card		Account Number	
Expiry Date		Card Holder's Signature	
Is this your credit card?		Address same as above	
Apt/Suite		Address	
City/Town		Province/Territory	
Postal Code		Country	

Roles and Responsibilities

Responsibilities of Apprentices. An apprentice must:

- ensure that the hours of practical experience worked, and tasks learned or completed, are accurately documented
- make the Apprentice Logbook available to the employer or Director of the Nova Scotia Apprenticeship Agency
- remit tuition and other fees when required
- notify the Director of Nova Scotia Apprenticeship Agency in writing within 15 days of changes to name or address
- notify the Director of the Nova Scotia Apprenticeship Agency in writing within 15 days if suspended by the employer, if employment ends, or if the employer does not provide you with practical experience or the opportunity to attend technical training

Responsibilities of Employers. An employer must:

- provide direct supervision for the apprentice
- accurately document the hours of practical experience and verify tasks completed by the apprentice in the apprentice's Apprentice Logbook
- allow the apprentice to participate in the required technical training, take examinations, and re-employ the apprentice upon completion of training
- ensure the daily hours of practical experience do not begin earlier or end later than the daily working hours of the supervising journeyperson
- ensure the working conditions of the apprentice are the same as the conditions of the supervising journeyperson in the workplace where the apprentice is employed
- notify the Director of Nova Scotia Apprenticeship Agency in writing within 15 days if the apprentice is suspended from the workplace, if the apprentice ceases to be employed, or if unable to provide the apprentice with practical experience or allow the apprentice to participate in technical training

Responsibilities of the Nova Scotia Apprenticeship Agency. The Agency must:

- ensure that both the apprentice and employer are informed of their respective responsibilities in the program
- ensure that the apprentice is registered and records are maintained
- schedule all necessary technical training for the apprentice to complete requirements for certification
- maintain regular contact with the apprentice and employer throughout the term of the apprenticeship agreement to ensure successful completion of the apprenticeship program
- administer and enforce the Apprenticeship and Trades Qualifications Act and Regulations

Agreement

The parties have read and hereto mutually agree to the terms and conditions contained in the *Apprenticeship and Trades Qualification Act*, General Regulations and Trade Regulations, where applicable. The parties further acknowledge that they have received, read and agreed to their respective roles responsibilities. The parties also consent to the verification of the information provided in this application, and all supporting documentation.

Employee (signature)	Date			
Employer (signature)	Date			
Director/Designate (signature)	Date			
Approved Credit: Practical Hours and Theory				
APPROVED HOURS CREDIT	Technical Training Hours:	Employment/Work Experience Hours:	Cross-trade Credit Hours:	LEVEL(s) CREDITED
Office Use Only		Employer Verification Form approved? Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		
Pymt Date:	Method:	Amt:	Rcpt #:	Trans ID:
New Registration <input type="checkbox"/>	Youth Apprentice <input type="checkbox"/>	Section 16 <input type="checkbox"/>	Date Temporary Permit Expires (if applicable) yyyy mm dd	Client # 200 Application #
Training Officer Name (please print)			Anticipated Completion Date yyyy mm dd	
Initial interview completed? Yes <input type="checkbox"/> No <input type="checkbox"/>			Informal assessment completed? Yes <input type="checkbox"/> No <input type="checkbox"/>	
			Further assessment required? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Mail correspondence to: (if different than Employer Rep) First Name: Last Name:				
<input type="checkbox"/> Apprenticeship Contact <input type="checkbox"/> Correspondence Contact <input type="checkbox"/> Foreperson <input type="checkbox"/> HR Department <input type="checkbox"/> Manager <input type="checkbox"/> Owner				
Bus. Phone:		Cell Phone:		
Email:				
START Program Eligible? Yes <input type="checkbox"/> No <input type="checkbox"/>		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>		Date yyyy mm dd NSAA Representative (signature)
Registered at the Office of the Director on this _____ day of _____, 20_____				