
Nova Scotia
College of
Physiotherapists
(NSCP)

Fair Registration
Practices Act (FRPA)
Progress Report
January 2020

Province of Nova Scotia



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Executive Summary

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

The NSCP has addressed most of the actions that were in the Action Plan assigned in 2017. In response to the actions they have focused much of their attention on improving pathways to licensure for the internationally educated. This included adding several links to helpful resources and pre-arrival supports, as well as creating a visual pathway to licensure. These actions address the FRPA requirement to provide clear, accessible information to all streams of applicants. Two items from the 2017 Action Plan remain in-progress including on-going updates to the website and work with CAPR who will soon be launching client portals. NSCP is revising their Registration Guide to include policies and procedures regarding the provision of written decisions, including timelines.

Some actions assigned in 2017 will be carried over to the new Action Plan. These include developing a training plan for internal review decision-makers and, developing a streamlined process for registering physiotherapists already certified in another Canadian jurisdiction to fulfill requirements of Chapter 7 of the CFTA. Additionally, NSCP will develop a policy document on accepting alternative documentation if required documents cannot be obtained for reasons outside the applicant's control. Since these actions are indicators of non-compliance with the FRPA, NSCP is expected to address these priority items in the short term with report back to the FRPA Review Office on completion of each action.

NSCP has demonstrated a commitment to continuous improvement of registration practices. Over the next two years NSCP will address the following actions for improvement that have resulted from the 2019 FRPA review process:

- Finalize the Registration Guide and post the approved version to the website;
- Clarify internal review policy language around decision-making powers of the internal review panel, and how decisions are to be communicated to the applicant;
- Add a reference and link to the CAPR accommodation policy to the NSCP website;
- Revise published fee schedule to clearly identify all third-party fees required for registration, in addition to fees collected by NSCP.

We appreciate NSCP's responsiveness and open discussion throughout the FRPA progress review and thank NSCP for their cooperation.

Sincerely,



Patricia Mertins

Review Officer, Fair Registration Practices Act (FRPA)

Introduction

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

The purpose of the Fair Registration Practices Act (FRPA) Progress Report is twofold. First, it allows the Nova Scotia College of Physiotherapists (NSCP) to review and report on its current registration practices. Second, it shares the NSCP's progress on previously-identified areas for improvement and highlights the exemplary practices that have been developed by the NSCP since their previous review.

Through the 2019 FRPA Progress Report, the FRPA Review Officer aims to build on the progress made by NSCP to date and identify opportunities to further improve and evolve registration practices.

¹ 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 20018, as amended by 2014, c. 14.

² 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

Context of the Profession in Nova Scotia

Occupational Profile

Physiotherapists in Nova Scotia are university-educated health professionals who have the knowledge and skills to: assess, analyze and diagnose complex physical dysfunction and/or pain in patients, and design and carry out appropriate treatment programs to improve or restore function, alleviate pain and prevent dysfunction.

Physiotherapists work in a broad range of settings providing client and/or population health interventions to all ages. They collaborate as part of multidisciplinary teams, work as independent practitioners or are employed in other settings providing physiotherapy services.

Physiotherapy services can also be accessed in the community at private clinics, in hospitals and through home care services. They are also affiliated with retirement residences and child development centres.

Physiotherapists can be employed in other fields as well, such as: management, education, research, consultation services, industry, and sports/athletic organizations.

In Nova Scotia, only a physiotherapist can provide physiotherapy services.

Organizational Description

The Nova Scotia College of Physiotherapists (NSCP) is a not-for-profit Regulatory Board dedicated to the self-regulation of physiotherapists in Nova Scotia since 1958. We get our mandate from government through the *Physiotherapy Act* CHAPTER 22 OF THE ACTS OF 1998 as amended by 2008, c. 3, s. 13; 2012, c. 48, s. 38.

All physiotherapists practicing in Nova Scotia are members of, and registered with, the NSCP. The NSCP sets and enforces the educational and practice standards in the province to ensure professional competency and quality service. The Board and Committee members of NSCP are volunteers dedicated to carrying out the mandate of public protection in a fair manner by ensuring that registration and discipline processes are transparent, objective, timely and fair. and by responding to issues of concern to the public regarding physiotherapy

The four core areas of business are:

- Registration and Licensing;
- Quality Assurance (ensuring physiotherapists maintain their competence, and uphold the Standards for practice);
- Legislation and Practice Standards (establishing, maintaining and enforcing appropriate regulations, standards, policies, guidelines and ethical codes that achieve optimal patient care and health outcomes);
- and Professional Accountability (manage a fair and reasonable Complaints Investigation process for the public of Nova Scotia and NSCP members).

Active Membership Requirements

To be an active member of the NSCP, applicants must meet the registration and renewal requirements for licensure as a physiotherapist in Nova Scotia. Registrants must also stay current in both practice hours and continuing education hours as required by the Board and take part in the Quality Practice Program.

Registration Requirements

Registration requirements are clearly expressed in the Legislation *Physiotherapy Act* S.N.S. 1998, c. 22 sec.6 and Regulations pursuant to Sec 6. Of the *Physiotherapy Act*.

To practice physiotherapy in Nova Scotia, applicants must provide documentation demonstrating that they:

- Graduated from an approved university physiotherapy program (or have been credentialed through the Canadian Alliance of Physiotherapy Regulators);
- Have successfully completed the National Physiotherapy Competency Exam (PCE); or are Grandfathered
- Meet the continuing competency and practice hour requirements;
- Are of good character; and,
- Paid the appropriate fee.

CFTA Transfers

Chapter 7 of the Canadian Free Trade Agreement (CFTA), the intergovernmental trade agreement signed by Canadian Ministers on July 1st, 2017, pertains specifically to the mobility of skilled workers across Canada's provinces and territories. Under the CFTA, upon completion of the registration process, applicants currently holding a practicing license in another Canadian jurisdiction would be issued an equivalent license in NS. It is a permit on permit agreement. For more information, please follow the link below:

[Labour Mobility](#)

International Applicants

Qualification of international applicants begins with the Canadian Alliance of Physiotherapy Regulators (CAPR). CAPR provides the credentialing service for applicants entering Canada and may collaborate with WES on some of the non precedent cases. They also provide the evaluation services for all applicants wanting to practice physiotherapy in Canada. The evaluation service provided by CAPR (national exam) is required by all provinces except Quebec. CAPR manages the national exam known as the Physiotherapy Competency Exam (PCE) for *all applicants* wanting to practice physiotherapy in Canada regardless of where they were trained (Quebec being the exception). Once an applicant has successfully completed the Qualifying Exam (written) part of the national entry level exam, they may apply for licensure in NS under a provisional sponsored license.

Organizational Structure and Staffing

The NSCP Board consists of 8 Directors elected from the membership for two-year terms (4 elected each year in alternating terms) and two Directors who are public members appointed by government to be on the Board. NSCP currently has two fulltime staff members, the Executive Director, and the Registrar. There are, in addition to the Board, standing committees such as Peer Assessment, Practice Standards and Complaint Investigation. Ad hoc committees are struck as needed.

Types of Licenses/Certificates Issued

In Nova Scotia, the NSCP issues full practicing licenses to those who meet all the requirements for licensure. NSCP also issues practicing out of province licenses to those who meet all the requirements for licensure, but are currently working in a Canadian territory where there is no regulatory Board, and they issue a 12 month (maximum) sponsored provisional practice license to those registrants who are registered for the next

available PCE clinical exam and meet all the requirements except the completion of the clinical exam. Finally, NSCP also issues time-limited temporary licenses to those visiting the province for teaching and /or taking course, sports events and cross border consultation.

Overview of Registration Process

Registration Process

Canadian educated applicants must complete Steps 2-6 in the table below.

Internationally educated applicants must complete Steps 1-6 in the table below.

Cost of Registration (including payment methods)

Timeline	Step	Cost*(2020)	Details
6+ months to complete STEP 1	STEP 1: Credentialing (CAPR)		
	Gather and submit your required documents to CAPR	\$ 1077	You must have your credentials assessed to determine if you are eligible to write Exam Part 1
	Complete and submit the application form and fee*		
	STEP 2: QE Exam (Written) PCE Part 1 (CAPR)		
	Gather and submit your required documents to CAPR		You must pass Exam Part 1
	Pay the application fee*		
	Pass the exam		
	STEP 3: Sponsored Practice (NSCP)		
	Obtain a Sponsor		Once you pass Exam Part 1, you must secure a Sponsor to mentor you if you are applying for registration in NS.
	Complete the Sponsored Practice Agreement		
	STEP 4: Practicing (Sponsored) License (NSCP)		

Allow up to 5 Business days to process	Gather and submit your required documents		
	Complete and submit the Registration Application Form		Once you secure employment and a Sponsor, you may register as a Physiotherapy Resident and work with that sponsor who will mentor you. Sponsored License
	Pay the registration fee*	\$440 or \$220 (3 month)	

STEP 5: Clinical Exam PCE Part 2 (The Alliance)

Mandatory within 12 months of Registration of registration	Gather and submit your required documents		
	Complete the application form		You must pass Exam Part 2 Exam may require travel costs
	Pay the application fee	\$1,725	
	Pass the exam		

STEP 6: Active Practice (NSCP)

Mandatory within 30 days of Exam Part 2 completion if working under a sponsored license.	Gather and submit your required documents		
	Pay the registration/renewal fee if due or not already paid	\$440 or \$220 (prorated**)	Once you Pass Exam Part 2, you may register for Active Practice and work unsupervised

Summary from 2017 FRPA Review Report

The following table summarizes the Action Plan from the Nova Scotia College of Physiotherapists 2017 Review report and the progress that has been made by the NSCP in achieving each action item.

#	Action	FRPA Reference	Completed	Not completed	Outcome/Rationale
1	Create additional links for IEPTs on website: <ul style="list-style-type: none"> • FRPA Review Office • RPL and Labour • Mobility Unit • IEPT bridging program • A visual pathway to licensure • A location for feedback on the website 	16(3)(a) 16(3)(g)	X		<p>All links have been added to new website</p> <p>The feedback now occurs through contact us on the website</p> <p>https://nsphysio.com/registration/internationally-educated/international-educated-physiotherapist-resources</p> <p>https://nsphysio.com/images/registration/ENTRY_TO_PRACTICE in Nova Scotia New Grad and IEPT Flow chart.pdf</p> <p>https://nsphysio.com/about-us/contact</p>
2	Discuss website design, best practices with Alliance of Physiotherapy Regulators, such as: <ul style="list-style-type: none"> • tracking “hits” • feedback buttons • tracking feedback • plain language/ accessibility analysis • developing policy, procedures around responding to user feedback 	16(3)(g) 16(3)(i)	Action item in progress		<p>Both CAPR and NSCP have undergone new websites and IT restructuring with plain language analysis and appropriate parameters for ease of navigating</p> <p>Feedback is sought through contact us and emailed requests for comments on process and used for regular updates as indicated.</p> <p>CAPR will soon launch (this Fall/winter) client portals which will allow clients to apply online, change their information, and access important information regarding their file.</p> <p>Our plan is to complete a full year with the new system and have a better understanding of the processes and timelines associated with them, before we will develop the policies beyond what we already have.</p>

	and making regular updates Report back to Review Office re. next steps				<p>The current timelines are posted in the new Registration Guide.</p> <p>The Registration Guide is currently before the Board for review and approval and should be completed and posted by the year end.</p>
3	<p>Develop, or provide additional links (in plain language) to, pre-arrival supports for Internationally Educated Medical Professionals, such as:</p> <ul style="list-style-type: none"> • orientation to the Canadian Health Care System, Culture and • Context • bridging program and gap training 		X		<p>https://www.alliancept.org/considering-canada/</p> <p>https://hireiehps.com/prep/</p> <p>https://nsphysio.com/registration/registration-resources/bridging-programs-in-canada</p> <p>https://nsphysio.com/registration/internationally-educated/international-educated-physiotherapist-resources</p>
4	Ensure fee schedule is clearly documented and encompasses every stage in the registration process	16(3)(d)	X		<p>Completed as included in report and on flow chart</p> <p>The link goes to the online table that is current and updated as appropriate for all fees and provinces.</p> <p>https://www.alliancept.org/considering-canada/cost-estimator/cost-estimator-tool/</p>
5	Develop policies and procedures related to applications submitted by individuals who are certified in other Canadian jurisdictions	3, Ch. 7 (AIT)	X		<p>Completed under Labour Mobility as well as documented in Registration Guide</p> <p>https://nsphysio.com/registration/registration-resources/labour-mobility</p>

	(per Agreement on Internal Trade) Document on website				
<i>The FRPA Review Office does not consider this process fully compliant. Please refer to 2019 Action Plan.</i>					
6	Develop policies and procedures regarding the provision of training of decision-makers (see also College of Physiotherapists of Ontario): <ul style="list-style-type: none"> • unconscious bias • conflict of interest • scope of responsibility • good governance, obligations, conduct and consequences confidentiality • information on the Canadian Alliance of Physiotherapy Regulators' credentialing and examination services • equity and diversity • applicant requests for special consideration 	16(3)(i)		X	We do Governance training each year when new Board members come on and there is an Alliance Rep from the Board who attends all the CAPR training sessions on evaluation services and reports at each Board mtg.
7	Develop policies and procedures re. provision of	16(3)(l)	Action Item in progress		Refer to registration Guide

	written responses, including timelines				
8	<p>Provide FRPA Review Officer with an outline of the role of third-party assessor at every stage of the assessment process</p> <p>Submit MOU to FRPA Review Office</p> <p>Submit template to third-party assessor for letter which communicates exam/ credential assessment results to applicants and contains information on the internal review process</p> <p>Submit required documentation to FRPA Review Office</p>	7, 16(3)(g) 16(3)(i)	X		
9	Develop policies and procedures around the submission of alternative documentation by applicants and document on website	9,16(3)(c)	X		https://www.alliancept.org/fag/alternative-evaluation-process-eligible-process/ https://nsphysio.com/images/registration/Registration_Document_Checklist.pdf
10	Develop a policies and procedures regarding the internal review process and make available to applicants.	7(a), 10(1)(3) (4)(5), 16(3)(g)(i)(m) (n)(o)(p)	X		<p>Refer to pages 12-14 of Credentialling Guide</p> https://www.alliancept.org/becoming-credentialled/credentialling-guide/ https://www.alliancept.org/becoming-credentialled/credentialling-

	<p>Specifically, regarding:</p> <ul style="list-style-type: none">• credential assessment• examinations• submission of request• composition of appeals committee—with the provision that “no one who acted as a decisionmaker in respect of a registration decision acted as a decision-maker in an internal review” 16(3)(n)• training received by individuals who make internal review decisions• provision of results of the internal review (i.e. written with reasons)• timeframe in which results of the internal review are shared with applicant				<p>policies/fraudulentirregular-documents-cheating/</p> <p>refer to pages 10-13 of the CAPR Exam Policies</p> <p>https://www.alliancept.org/taking-the-exam/exam-application-information/exam-policies/</p>
1 1	Incorporate appeals process in new legislation	6, 16(3)(m)	N/A		No legislation changes yet

1 2	Include a labour mobility provision in new legislation	3, 16(3)(a)	N/A	Done through CAfta and we have no legislation drafts pending
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Exemplary Practices

An exemplary practice is a program, activity or strategy that has been shown to:

- improve transparency, objectivity, impartiality and fairness of registration practices,
- produce successful outcomes for regulators and/or applicants, and
- be effective in accordance with qualitative and/or quantitative data sources.

Name of the Exemplary Practice:	National Collaboration	
Exemplary Practice Category:	<div> <input type="checkbox"/> Acceptable alternatives for meeting registration requirements <input type="checkbox"/> Training for decision-makers </div> <div> <input type="checkbox"/> Recognition of Prior learning / work experience <input type="checkbox"/> Governance </div> <div> <input type="checkbox"/> Cultural competency, equity, diversity and inclusion <input type="checkbox"/> Access </div> <div> <input checked="" type="checkbox"/> Collaboration at regional, national level <input type="checkbox"/> Outreach </div> <div> <input type="checkbox"/> Making or communicating registration decisions <input type="checkbox"/> Workforce integration </div> <div> <input type="checkbox"/> Impartial, objective and consistent assessment <input type="checkbox"/> Exams </div> <div> <input type="checkbox"/> Preparation and pre-arrival supports <input type="checkbox"/> Appeals </div> <div> <input type="checkbox"/> Assessment criteria and methods </div>	
Description:	<p>Physiotherapy embraces national consistency and has taken great strides to facilitate movement both into and within Canada. We have adopted a more national approach with national Standards of Professional Practice as well a national Code of Ethics which has been adopted by both regulators and the Association. In 2018 we completed another Practice Analysis (national review of current physiotherapy practice... a joint project of CAPR, CPA (Canadian Physiotherapy Association), PEAC (Physiotherapy Education Accreditation Council) and CCPUP (Canadian Council Physiotherapy University Programs... Academic Council) and that information is being used to update not only the CAPR exam blueprint, but also the university physiotherapy programs as well as the accreditation standards/reviews.</p>	
Value to Applicants:	<p>This will facilitate consistent and current standards of care and address the expectations of service across the jurisdictions. This is essential not only in labour mobility but also cross border practice and Digital rehabilitation services for registrants.</p>	
Value to Regulators:	<p>It also helps to ensure that we are maintaining currency in our exam process and our practice standards. It facilitates the transference of licenses and confidence in the due diligence of other jurisdictions.</p>	

Link to further information:	Competency Profile https://www.alliancept.org/download/10916 Core Standards https://www.alliancept.org/download/13487 Code of Ethical Conduct https://www.alliancept.org/download/12770 Survey Results http://www.alliancept.org/download/12976 Entry to Practice Supervision https://www.alliancept.org/download/11236
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Name of the Exemplary Practice:	National Collaboration
Exemplary Practice Category:	<div> <input type="checkbox"/> Acceptable alternatives for meeting registration requirements <input type="checkbox"/> Training for decision-makers </div> <div> <input type="checkbox"/> Recognition of Prior learning / work experience <input type="checkbox"/> Governance </div> <div> <input type="checkbox"/> Cultural competency, equity, diversity and inclusion <input type="checkbox"/> Access </div> <div> <input type="checkbox"/> Collaboration at regional, national level <input type="checkbox"/> Outreach </div> <div> <input type="checkbox"/> Making or communicating registration decisions <input type="checkbox"/> Workforce integration </div> <div> <input checked="" type="checkbox"/> Impartial, objective and consistent assessment <input checked="" type="checkbox"/> Exams </div> <div> <input type="checkbox"/> Preparation and pre-arrival supports <input type="checkbox"/> Appeals </div> <div> <input checked="" type="checkbox"/> Assessment criteria and methods </div>
Description:	<p>Physiotherapy Regulators formed an Alliance in 1994 to develop a consistent and fair process for assessing Internationally trained credentials for those wanting to practice physiotherapy in Canada. Credentialling is done to determine if your education is substantially different from that of a Canadian-educated physiotherapist. Credentialling and evaluation services are still being done by this third party with years of expertise in physiotherapy credentialing and reviewing of international programs. CAPR has also run the physiotherapy entry level competency exams (PCE) for all applicants since 1997. The PCE has both a written and clinical component that assesses knowledge and practical physiotherapy skills. Having a national organization that has years of experience specific to physiotherapy practice in Canada, and is representative of all jurisdictions, allows for a more reliable, valid, transparent and cost-effective evaluation process than if each province ran their own. Exam items are developed by individual physiotherapy subject-matter experts across the country. Subject-matter experts are chosen because of their reputation as practice leaders in their regions and they are trained in item writing. Practice Analysis is carried out nationally every 4-5 years to inform current best practices for the exam blueprint. The CAPR exam program has been regularly reviewed by external experts since its inception.</p>
Value to Applicants:	Applicants are assured of a fair and equitable process that is consistent and reflective of current best practices. Information is easily available on the internet and credentialing can begin in home country.

Value to Regulators:	Cost effective and consistent evaluation of applicants essential to the facilitation of labour mobility. National projects and partnerships as well as jurisdictional access to international conferences and best practices.
Link to further information:	FQR Review https://www.alliancept.org/download/11184 Credentiailling https://www.alliancept.org/becoming-credentiailled/credentiailling-guide/ Country Profiles https://www.alliancept.org/becoming-credentiailled/source-country-profiles/

2018 Registration Data

#	Question	Response
1	Total number of individuals with practicing licenses/certifications. Do not report on any licenses or certificates you issue to a business, school or group.	797
2	Number of registrations for the reporting year, from applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) In NS, new applicant. 	44
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant - n/a for trades - issue a Certification of Qualification. 	4
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) Internationally, new applicant. 	7
	<ul style="list-style-type: none"> CFTA Transfers, applicants already registered in another Canadian jurisdiction. 	15
	<ul style="list-style-type: none"> Total number of applicants. 	70
3	Types of practicing licenses/certificates you issue and total number of individuals for each type identified for the reporting year.	
	<ul style="list-style-type: none"> License/certificate name: Practicing Total number of applicants: 717 	797
	<ul style="list-style-type: none"> License/certificate name: Practicing Specialist Total number of applicants: 4 	
	<ul style="list-style-type: none"> License/certificate name: Practicing Sponsored Total number of applicants: 39 	
	<ul style="list-style-type: none"> License/certificate name: Practicing 3 month Total number of applicants: 1 	

	<ul style="list-style-type: none"> License/certificate name: Practicing Out of Province Total number of applicants: 6 	
	<ul style="list-style-type: none"> License/certificate name: Not Practicing LOA Total number of applicants: 30 	
4	Number of completed applications submitted by applicants who received their qualifications as indicated below.	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) in NS, new applicant: 	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Accepted: 	44
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Rejected: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Still in process: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Withdrawn: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> File inactive or closed: 	0
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant: 	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Accepted: 	4
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Rejected: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Still in process: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Withdrawn: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> File inactive or closed: 	0
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) internationally, new applicant: 	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Accepted: 	7
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Rejected: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Still in process: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Withdrawn: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> File inactive or closed: 	0
	<ul style="list-style-type: none"> AIT transfers, applicants already registered in another Canadian jurisdiction: 	

	○ <i>Accepted:</i>	15
	○ <i>Rejected:</i>	0
	○ <i>Still in process:</i>	0
	○ <i>Withdrawn:</i>	0
	○ <i>File inactive or closed:</i>	0
5	For those new Canadian applicants (not NS), list the provinces in Canada (and associated numbers) where the level of education to qualify the applicant for licensure (training or work experience for trades) was obtained.	
	<ul style="list-style-type: none"> • Saskatchewan - 3 • Ontario - 1 	4
6	For new international applicants, list the source countries (and associated numbers) where the applicant received the level of education to qualify them for licensure (training or work experience for trades).	
	<ul style="list-style-type: none"> • United Kingdom - 5 • Ireland - 2 	7
7	Average length of time (in days) between receipt of a completed application and response to the applicant, for those who received their qualifications as indicated below. Response to the applicant to include whether they meet the requirements, partially meet and need to fill gaps, or there is no match and other pathways might be a consideration.	
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) In NS, new applicant: 	2
	<ul style="list-style-type: none"> • Received qualifications In Canada, new applicant: 	2
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) Internationally, new applicant: 	2
	<ul style="list-style-type: none"> • CFTA transfers, applicants already registered in another Canadian jurisdiction: 	2
8	Average registration process time (or application approval) for those who received their qualifications as indicated below.	
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) In NS, new applicant: 	2
	<ul style="list-style-type: none"> • Received qualifications In Canada, new applicant - n/a for trades - issue a Certification of Qualification 	2
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) Internationally, new applicant 	2

	<ul style="list-style-type: none"> CFTA transfers, applicants already registered in another Canadian jurisdiction 	2
9	Total costs (to the applicant) associated with registration (certification) for applicants who received their qualifications as indicated below. Separate costs that the regulatory body themselves imposes on the applicant from other necessary costs incurred related to registration.	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) In NS, new applicant: 	Regulatory body costs: \$430 Other: \$2,787
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant: 	Regulatory body costs: \$430 Other: \$2,787
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) internationally, new applicant: 	Regulatory body costs: \$430 Other: \$2,787
	<ul style="list-style-type: none"> CFTA transfers, applicants already registered in another Canadian jurisdiction: 	Regulatory body costs: \$430 Other: \$0
10	Number of appeals, internal reviews or challenges related to a registration decision from applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) In NS, new applicant: 	0
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant: 	0
	<ul style="list-style-type: none"> CFTA transfers, applicants already registered in another Canadian jurisdiction: 	0
	<ul style="list-style-type: none"> Total number of appeals, internal reviews or challenges related to a registration decision: 	0
11	Length of time the appeals or internal review process took for applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) In NS, new applicant: 	0
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant: 	0
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) Internationally, new applicant: 	0
	<ul style="list-style-type: none"> CFTA transfers, applicants already registered in another Canadian jurisdiction: 	0
12	What does registration with your organization authorize?	Scope of practice rights and the rights to use an occupational title

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>Internet Email Telephone Automated online form</p> <p>Applicants can go to https://nsphysio.com/registration/overview and select the appropriate category to get the information and resources they need. They can also call the office with any questions or needs they may have and have information sent out to them. There are flow charts and categories for each potential applicant situation. Once the applicant logs in with their email they set their own password and have access to their own profile to track the progress and make updates.</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</p> <p>Process in place for applicants to track application status</p>	Level 3	16(3)(g)
1b	Can applicant begin the process outside of Canada?	<p>Yes</p> <p>This is clearly laid out in the Internationally Educated menu on our website. We have a flow chart, Pre-application checklist, links to CIC, the Self Assessment Readiness Tool and to the Canadian Alliance of Physiotherapy credentialing and exam process as well as links to other government and immigration sites.</p> <p>https://nsphysio.com/registration/internationally-educated https://nsphysio.com/for-members/other-resources (internationally Educated section) https://www.alliancept.org/considering-canada/ https://www.alliancept.org/becoming-credentialled/ https://www.alliancept.org/becoming-credentialled/credentialling-resources/ https://www.alliancept.org/taking-the-exam/ https://www.cicic.ca/938/physiotherapists.canada?id=53 https://www.assesshealthcareers.ca/careers/physical-therapy/ https://novascotia.ca/lae/ https://nsphysio.com/registration/registration-resources/bridging-programs-in-canada https://www.isans.ca/</p>	<p>Level 1 No</p> <p>Level 2 Yes</p>	Level 2	

2	Please provide a link to your website.	https://nsphysio.com	Level 1 No website	Level 3	16(3)(g)
2a	I believe that information on our website is: clear and understandable, written in plain language?	<input checked="" type="radio"/> 1 (Strongly Agree) <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 (Strongly Disagree)	Level 2 Website is not up to date Website is not in plain language Website does not have links for international applicants Website does not contain all forms and/or guidelines		
2b	On what basis do you make changes to your website?	<i>Feedback from Applicants</i> <i>Policy Change</i> <i>News Postings</i>	Website content is reviewed for accuracy and updated annually Website is in plain language		
2c	When was the section of the website pertaining to registration last updated?	<i>On-going</i> <i>We have just upgraded our web platform and website design and introduced complete online registration as well as renewal as of the spring/summer 2019. As we are getting ready for release to members we have been going through each section to update and refresh links. We have piloted it out to limited numbers and have all new registrants and returning registrants use the system and provide feedback and information on anything that didn't work for them, so we can update that as well.</i>	Website is easy to navigate (e.g. 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</i> <i>Regulation</i> <i>Policy</i>	Level 1 Policy describing the registration process does not exist or is not documented Documents only available upon specific request	Level 3	7(a), 7(c), 7(f), 16(3)(a), 16(3)(d)
3b	Specify the appropriate section(s)	<i>Legislation - Sections 19 (1) - 25; 27; 28; and 29.</i> https://nslegislature.ca/sites/default/files/legc/statutes/physiotherapy.pdf <i>Registration Regulations purs. to Sec 6 of the Act - Sections 4-10; 16-24; 28-34 and 40</i> https://www.novascotia.ca/just/regulations/regs/pyreg.htm	Level 2 Policy exists to describe certain aspect of registration process Available to the applicant		
3c	Is this information made available to applicants	Yes <i>The links to all these legislative documents are online. Our registration menu is divided into appropriate sub-sections and easily navigated.</i> https://nsphysio.com/images/registration/Process_Steps_and_Fees_for_Physiotherapists_entering_Practice_in_Canada.pdf	Level 3 Policy exist to describe all aspects of the registration practices Available to the applicant		

		<p>There is a Registration Guideline and flow chart in each of the registration sections as well as links to appropriate forms etc.</p> <p>for IEPTS... they are directed to the links below. In NS we do not consider individuals for application until they have completed the QE (part 1) of the national physiotherapy competency exam (PCE). For our purposes, all registrants enter our registration process at the same point, they have completed the QE or the full exam process.</p> <p>All credentialing and evaluation services are done through the Canadian Alliance of PT Regulators (CAPR)</p> <p>https://www.alliancept.org/considering-canada/; https://www.alliancept.org/becoming-credentialled/ and https://www.alliancept.org/taking-the-exam/</p>			
4	Are you waiting for legislation to be passed?	<p>No</p> <p>We are currently doing a legislative review and could potentially have revisions at the end of the review, but that won't happen for a couple of years, and there are no substantive changes.</p>	N/A	N/A	
5a	Is the criteria for meeting the requirements of registration documented?	<p>Yes</p> <p>Ours is documented in the Registration Guide, the Overview and, as appropriate in each of the registration subsections on our website. Requirements for Registration are different then requirements for Qualification.</p> <p>The requirements for qualification are those dealt with by CAPR. Eg number of years schooling would be credentialing to determine substantially different from Canadian standards, whereas we simply look at the degree or equivalent as a document required for registration. see the Credentialing Guide on the CAPR website http://www.alliancept.org/download/12065</p>	<p>Level 1</p> <p>Criteria is made available to applicants verbally but no supplemental documentation</p> <p>Level 2</p> <p>Criteria is documented and made available to applicants</p> <p>Limited information about the standard you will be assessed against</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>That qualification criteria is set nationally and assessed by CAPR and those links are provide to potential applicants through the website. The criteria is clearly documented and available at</p> <p>https://www.alliancept.org/considering-canada/ https://www.alliancept.org/becoming-credentialled/ https://www.alliancept.org/taking-the-exam/ https://www.alliancept.org/licensure/</p> <p>Our registration requirements are in legislation and don't really require any assessment it is mainly providing us with appropriate documentation. It is discussed in our Registration Guide, there is a Registration Checklist of required documentation and a Steps to Registration and Fees document.</p> <p>https://nsphysio.com/images/registration/Process_Steps_and_Fees_for_Physiotherapists_entering_Practice_in_Canada.pdf</p>	<p>Level 3</p> <p>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>Web Site Email</p> <p>We do not assess the credentialing documents, that is done by CAPR. By the time an applicant comes to us, the documents have all been translated that need to be.</p>	<p>Level 1</p> <p>No indication of translation requirements</p> <p>Available to applicants upon request</p> <p>Level 2</p>	Level 1	7(a)

		https://www.alliancept.org/becoming-credentialled/credentialling-policies/translated-documents/ https://www.alliancept.org/becoming-credentialled/credentialling-policies/notarized-copies/	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 Agreement on Internal Trade / Canada Free Trade Agreement)?	No ? yes <i>Chapter 7 does not require a streamlined process, but rather a certificate to certificate process. Our registration process is the same for everyone ... for CFTA applicants the difference is that we may overlook the exam requirement and some documents. Our current registration timelines are 2-5 business days with LMs done in less than 2 days so they are stream-lined.</i> <i>It is documented in our Registration Guide as well as in the Currently practicing in Canada section under Registration.</i> https://nsphysio.com/registration/currently-practicing-outside-of-nova-scotia https://nsphysio.com/registration/registration-resources/labour-mobility	Level 1 Yes – process not documented Level 2 Yes – process documented Level 3 Yes – process documented and made public on website Any additional requirements approved by government are explained on website	Level 1	3
8	Does your organization make accommodation for applicants with physical or mental disability?	<i>NS registers applicant. It would be the employer who would make the accommodations. The applicant has already been accommodated through the evaluation process by CAPR and qualified for registration.</i> <i>CAPR does our evaluation services and does have an Accommodation Policy.</i> https://www.alliancept.org/taking-the-exam/information-and-accommodations/special-needs/	Level 1 Yes – process not documented Level 2 Yes – process documented Level 3 Yes – process documented and available to applicant	Level 2	16(3)(h)
9a	Is any of your assessment process conducted by a third party (i.e. national bodies, credential assessment agencies, etc.)?	Yes	Level 1 Regulatory body assumes that the certifying organization meets FRPA standards Level 2 Regulatory body has received documentation indicating that the certifying organization meets FRPA standards Level 3 Regulatory body has influence with the certifying organization (e.g. membership) or has an agreement with the certifying organization	Level 3	16(3)(i)
9b	If so, please specify the name of the organization and describe their role.	<i>Canadian Alliance of PT Regulators (CAPR) does the credentialing and evaluation services (runs the national exam processes) for all the provincial PT regulators (PQ being the exception). CAPR is a highly recognized organization internationally and their assessors are often recruited to present at international regulatory meetings</i> https://www.alliancept.org			
9c	Please indicate the types of activities that they assist with.	Data Collection Credential Assessment Verification of Documents Examinations Recognition of Prior Learning			

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?	MOU Service Level Agreement Participation on Board			
9e	Are you informed of all decisions made by third parties on applicants?	Yes			
9f	Does the third party have an internal review process for unsuccessful applicants?	Yes CAPR and NSCP have an MOU/Agreement on Evaluation services. CAPR has policies on all aspects of their business on behalf of the regulators https://www.alliancept.org/taking-the-exam/exam-application-information/exam-policies/ . The review process and many others are found there. We can be informed of the decisions on all applicants, but do not feel that it is necessary in all cases. The NSCP Registrar is currently President of CAPR and also a member of the CAPR Registrar Committee.			
10a	What types of supports do you provide to applicants during the registration process?	Internet Telephone	Level 1 None Level 2 Multiple types of supports exist but not well documented	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?	No We do not have a formal collection of information on this, but the Registrar has been in the position for 20 plus years and would have a good sense of when a support was not available if it existed from a registration perspective. If it has not been available on the website it was provided in printed material or links as desired, and then added to the website for future reference. At the qualifying level there is access to training/bridging programs which we do link to from our website as well. CAPR does not offer training or exam preparation courses to candidates wishing to prepare for the exam. https://www.alliancept.org/becoming-credentialled/credentialling-resources/ https://www.alliancept.org/taking-the-exam/preparing-for-the-exam/ https://www.alliancept.org/bridging-programs/ However, CAPR partners with external organizations that provide this service. Internationally-educated physiotherapists can benefit from additional training and support to become licensed to practise in Canada – especially with regards to learning more about how	Level 3 Multiple types of support exist, well defined and accessible		

		<p>physiotherapy is practiced in Canada...that is an online course available to the through the CAPR</p> <p>https://nsphysio.com/registration/registration-resources</p> <p>https://nsphysio.com/registration/internationally-educated/international-educated-physiotherapist-resources</p> <p>https://nsphysio.com/for-members/other-resources</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>Outcomes of the Credentialling Process</i></p> <p><i>The possible assessment results from the credentialling process include:</i></p> <ul style="list-style-type: none"> • <i>Education is not substantially different from Canadian education: You would be eligible for the Physiotherapy Competency Examination (PCE). You must complete your first attempt at the written component of the PCE before your eligibility expires, as indicated on your letter. You will have two years from the date of your written confirmation of eligibility letter to attempt the PCE.</i> • <i>Minor gaps in academic credentials: If minor gaps are found in your assessment, you will be given an opportunity to provide information about your identified gaps. We will give you a deadline to arrange for this information to be sent to our office. Minor gaps include but are not limited to:</i> <ul style="list-style-type: none"> <i>o you do not meet the required hours of supervised clinical practice</i> <i>o you have not submitted a language test</i> <i>o your identity documents and/or other details from your school documents require further clarification</i> <i>o you need to complete the Knowledge of Physiotherapy Practice within the Canadian Healthcare System requirement</i> <i>o you are a recent graduate and we have not yet received your final notarized degree certificate</i> • <i>Major gaps in academic credentials: You will be informed that your credentials and qualifications are substantially different, you are not eligible to apply for the PCE. Major gaps are:</i> <ul style="list-style-type: none"> <i>o your physiotherapy education is not at university-level or</i> <i>o your physiotherapy education is not at entry-to-practice level or</i> <i>o your education is not in physiotherapy or</i> <i>o you completed less than 820 hours of university-level supervised clinical practice as part of your formal physiotherapy education.</i> <p><i>If you disagree with the outcome of your assessment, you may apply to have an Administrative Reconsideration. For more information, please contact your Credentialling Officer.</i></p> <p><i>They have a great resource guide for exam failure as well</i></p> <p><i>This is the link to the page posted once results are out and includes the list of documents sent out to the registrant by mail. https://www.alliancept.org/exam-results/june-1-2019-clinical-component-results/</i></p>	<p>Level 1 Only upon request</p> <p>Not documented</p> <p>Level 2 Yes – not documented</p> <p>Level 3 Yes – documented and available to applicant</p> <p>Applicants are told what their competencies gaps are that need to be addressed</p>	Level 3	8(d)
12	Do you have a reasonable timeframe to respond to	<p> 1 Very Reasonable</p> <p> 2</p>	<p>Level 1 No policy</p> <p>Level 2 Policy in Place</p>	Level 3	7(b), 8(a), 8(b), 8(c)

	inquiries from applicants?	<input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 Very Unreasonable <i>Our phone lines are cell phones so response times are typically immediate or within the hour for general inquiries. Registration Guide says 24-48 hours and there is Tech service available directly online. Contact us now includes response time as well</i>	Level 3 Policy in place and accessible		
13a	Do you provide written decisions, responses and reasons for acceptance or rejection of an application?	Yes <i>Letters of acceptance are sent out automatically from the website on acceptance, and as indicated in the Registration Guide and in the Appeals process, registrants are sent notices of rejection and the reason(s) along with note of right to appeal.,</i>	Level 1 Upon request, limited documentation and no standard timeline Level 2 Level 3 Well-documented process with clearly established timelines	Level 3	8(b), 8(c), 10
13ai	Do you have a formal policy for this process?	Yes https://nsphysio.com/registration/registration-resources/registration-appeals	Some documentation		
13aii	Do you have a standard timeline	Yes https://www.alliancept.org/becoming-credentialled/credentialling-processing-times/ https://nsphysio.com/registration/overview <i>In our Registration Guide we say processing will take 2-5 days (Usually done in 24-48 hrs but need to allow for out of town meetings etc.)</i>			
13b	Do you provide applicants who are not granted registration with information regarding an internal review process (including the opportunity to make submissions respecting such reviews?)	Yes	Level 1 Yes – upon request, limited documentation Level 2 Yes – limited documentation Level 3 Yes – well documented process	Level 3	
13c	Based on the previous questions, describe ways your organization could improve the timeliness of your decisions and/or how you could communicate the results.	<i>The policy is in draft form waiting Board approval in Sept. Once we are sure that the times are going to remain consistent with the new system, we will revise them in the Guideline to reflect current practice.</i> <i>This is provided online with the exam failure letter to follow with the listed information included. https://www.alliancept.org/exam-results/june-1-2019-clinical-component-results/</i>			
14a	Do you provide information on what documentation	Yes <i>We have a Registration Guide and Registration Checklist as well as a "steps and fees in the process" document</i>	Level 1 Documents indicated and communicated verbally	Level 2	9(a), 16(3)(a),

	of qualifications must accompany an application?	https://nsphysio.com/images/registration/Registration_Guide_Revised_2019_.pdf https://nsphysio.com/resources/Registration+Checklist+2017.pdf https://nsphysio.com/images/registration/Process_Steps_and_Fees_for_Physiotherapists_entering_Practice_in_Canada.pdf CAPR also provides the list of required documents https://www.alliancept.org/becoming-credentialled/credentialling-guide/	Level 2 List of required documents indicated on website Process to verify document authenticity Level 3 N/A		16(3)(b), 16(3)(e)
14b	Do you include a process for verification of documentation authenticity?	Yes, Documents are verified by CAPR and do not need to be verified again by us. credentialing processes are described in the CAPR Guide https://www.alliancept.org/becoming-credentialled/credentialling-policies/credentialling-standards/			
15	Do you provide information on the steps in the registration process including supporting documentation required at the various steps?	Yes https://nsphysio.com/registration/overview see answers to 12-14Registration Guide, Flow Charts in each stream, Registration Checklist CAPR https://www.alliancept.org/considering-canada/ https://www.alliancept.org/becoming-credentialled/credentialling-overview/ https://www.alliancept.org/taking-the-exam/ https://www.alliancept.org/taking-the-exam/exam-application-information/exam-registration-guide-2017/	Level 1 General information Not broken into steps Level 2 Step by step process indicate where applicant needs to supply information Level 3 Step by step process indicate where applicant needs to supply information Pathway to licensure	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)?	Yes https://www.alliancept.org/faq/alternative-evaluation-process-eligible-process/ https://nsphysio.com/images/registration/Registration_Guide_Revised_2019_.pdf The alternative documents we accept are listed in our Guideline ie. Passport instead of Birth Certificate and Photo, and Letter from University instead of notarized degree. (CAPR has already verified educational credential) https://nsphysio.com/images/registration/Registration_Document_Checklist.pdf	Level 1 Yes – on a case by case basis Level 2 Yes – examples documented Process not clearly laid out or documented Level 3 Yes – process clearly documented	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?	Obtaining original documents Identifying and participating in gap training programs Language proficiency or professional technical language It could potentially be all of the above I suppose. Original documents may be lost, destroyed or not accessible for other reasons; identifying gaps is often the issue as many foreign programs train the professional as a technician, not a clinician; language proficiency is key to being able to communicate effectively with the client, with peers, with other professionals and insurers both verbally and in written reports and charting. CAPR does have policies to deal with lost documents, the language proficiency requirement is based on the level of English (or French)	N/A	N/A	6, 9(b), 16(3)(c)

		<i>required to perform effectively in the profession. There is an option for Bridging programs if there are identified gaps in the education/training.</i>			
18a	Do you have a process for which requests for access documentation related to registrations are considered?	<p>Yes</p> <p><i>We have online forms to request regulatory history letters for other provinces and our registrants have access to all their own documents in their online profile as they upload them themselves and can view them at any time...no need to request access.</i></p> <p><i>CAPR and NSCP Registration documents are provided by the applicants so they would only be accessing that which they have already provided. They have access to their online profile anytime as well. If they are looking for rescoring etc this is the information.</i></p> <p><i>https://www.alliancept.org/taking-the-exam/exam-application-information/exam-policies/ policy 8</i></p>	<p>Level 1 Not documented</p> <p>Level 2 Documented</p> <p>Level 3 Documented and made available to applicants</p>	N/A	12, 16(3)(j)
18b	Is this made available to applicants?	Yes			
18c	What information may you exclude?	None.			
18d	Do you charge a fee?	<p>No</p> <p><i>we have no fee at this time</i></p> <p><i>all of the CAPR fees and time frames etc are here...https://www.alliancept.org/taking-the-exam/exam-application-information/exam-registration-guide-2017/</i></p>			
19	Does your Act include an authority to conduct an internal review of the registration decision?	<p>Yes</p> <p><i>https://nslegislature.ca/sites/default/files/legc/statutes/physiotherapy.pdf section 21</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?	<p>Yes</p> <p><i>We have a Registration Appeals Policy</i></p> <p><i>https://nsphysio.com/registration/registration-resources/registration-appeals</i></p> <p><i>CAPR does as well</i></p>	<p>Level 1 N/A</p> <p>Level 2 N/A</p> <p>Level 3 Yes</p>	N/A	7(a), 10
21	When are unsuccessful candidates informed of their right to internal review of the registration decision?	<p><i>Included with a registration decision</i></p> <p><i>We have already provided the rejection letter back in earlier Question.</i></p> <p><i>The appeals policy is also available on website under Registration Resources so it is readily available</i></p> <p><i>CAPR is online with exam results and sent out with letter</i></p>	<p>Level 1 No specific timeline</p> <p>Level 2 Specific timeline</p> <p>Not documented</p> <p>Level 3 Specific timeline</p> <p>Documented and communicated</p>	Level 3	7(a), 10(1)

22a	Do you have an internal review process and procedures document (policy document)?	Yes <i>Yes, there is an Appeals process online</i> https://nsphysio.com/registration/registration-resources/registration-appeals	Level 1 Yes Not documented Level 2 Yes Documented Level 3 Yes Documented and available to applicant	Level 3	7(a), 10(1)
22b	Does this include time frames for the internal review?	Yes <i>Yes, 30 days, Refer to policy</i>			
23a	With regards to the internal review process you make available to applicants that are not granted registration: summarize the process of the internal review.	<i>Applicant gets Letter of Rejection in which the reasons are detailed and they are notified of right to appeal. Appeals policy says...</i> <i>If an applicant is not satisfied with the decision of the Registrar, he/she may appeal the registration decision to the Registration Review Committee (aka Credentials Committee).</i> <i>Process:</i> <ul style="list-style-type: none"> • The applicant shall forward written reasons for his/her Appeal, together with any additional information the applicant wishes the Review Committee to consider. • The request for review must be received in the College office to the attention of the Executive Officer within thirty (30) days of the date of the Registration decision. • Upon receiving written notice of an Appeal, the Executive Officer will appoint a member of the Registration Review Committee to a Review Panel and appoint one other member to the Panel. • The Review Panel may request legal counsel if, in the opinion of the Panel members, in consultation with the EO, there are issues that require legal input to ensure appropriate disposition of the Appeal. No member of the Review Panel shall have participated as a reviewer or sponsor with respect to the applicant's application or nor should they have any other conflict of interest with respect to the appellant or the appeal issues. <i>CAPR ... https://www.alliancept.org/becoming-credentialled/credentialling-guide/ (refer to section on credentialing out comes)</i>	Level 1 Not documented Level 2 Documented Level 3 Documented and made available to applicant	Level 3	7(a), 10, 16(3)(m)
23b	Describe the opportunities made available to an applicant to make submissions respecting such review.	<i>Indicated in policy</i>			
23c	Specify the format for the internal review submission	<i>Written</i>			
23d	What is the timeline for submitted supporting evidence?	<i>30 days</i> <i>They have 30 days from receiving rejection to file. If this is truly about registration, not qualifying then yes, it is sufficient time as it is based on documents they have</i>			

		<i>already had verified during credentialling and exam process. If this is about qualifying, the application is not processed until the documents are in and there is alternate documents policies so there should not be any out of country evidence required at that point in the process. (NSCP)</i>			
23e	Do you believe this is enough time to receive supporting evidence from outside Canada?	Yes <i>As explained above, File isn't completed until information is in and and the credentialling process/decision isn't started until the file is complete. If it is closed due to time lapse with no further document submission it can be reopened. (CAPR)</i>			
24a	Are the results of the internal review made available to applicants in writing with reasons?	Yes	Level 1 Yes Level 2 Yes Specific timeline	Level 3	
24b	In what timeframe are the results of the internal review made available to applicants?	1-2 months	Level 3 Yes Specific timeline and communicated		7(a), 10(3)
24c	Are these timelines communicated?	Yes <i>refer to policies...length of time for CAPR review results depends on search involved for information.</i>			
25	Have individuals who make internal review decisions received appropriate training?	Yes <i>Our reviewers are briefed by the CEO on an as needed basis (we have never had a review) CAPR staff undergoes annual upgrading and training through webinars, conferences and workshops. Credential assessor/reviewers do their training and PD through TAICEP, and in fact put on seminars for other groups.</i>	N/A	N/A	7(a), 11, 16(3)(p)
26	Do you have a prohibition that states that 'no one who acted as a decision-maker in respect of a registration decision acted as a decision-maker in an internal review?	Yes <i>It is stated in our policy CAPR.. The CEO strikes the Review panel from non-involved individuals, but I am not sure that is articulated beyond saying CEO strikes the panel of reviewers (that is why the CEO does it, to make sure it is a new panel)</i>	Level 1 N/A Level 2 N/A Level 3 Yes	Level 3	7(a), 10(5), 16(3)(n)
27	Do you have any international agreements (i.e. reciprocal recognition) endorsed by your regulatory body or national organization?	No <i>We have no international agreements at this time</i>	N/A	N/A	7
28	Has your organization	No	N/A	N/A	3

	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?	<i>None noted</i>			
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?	<p>No</p> <p><i>no, but yes! We have always had the ability to accept member from other provinces who meet our requirements, which are basically the same requirements across Canada. We had created our own registration MRA for physiotherapists in Canada before Labour mobility and AIT came up. The formal wording however regard labour mobility legislation is one of the things we will be adding to our revisions list.</i></p>	N/A	N/A	Chapter 7, CFTA
30	Do you review the requirements of the other provincial regulatory bodies regularly?	<p>Yes</p> <p><i>Nationally we review the other PT regulatory requirements and changes at least twice a year at registrar meetings face to face, as well as by email notification through the year. (We started that as part of our early MRA). Provincially through the Regulated Health Professions Network we share changes and updates to our regulatory processes and documents as they happen.</i></p>	N/A	N/A	3, Chapter 7, CFTA
31a	Has your organization made any changes to the occupational standards in your legislation, regulations and/or by-laws (i.e. entry to practice standards, continuing education requirements, codes of ethics)	No	N/A	N/A	

	within the last two years?				
31b	If yes, did you work with the Labour Mobility Coordinator or a Provincial Government representative to complete an AIT notification (i.e. notification form sent prior to approval that informs other Canadian jurisdictions of the proposed change)?	<p>No</p> <p><i>No need to as there were no changes.</i></p> <p><i>We recently all signed on to a National Code of Ethics and National Core Standards to facilitate labour mobility and adhering to practice standards in each province. It was a national project, so we were all kept informed of any changes being made and need, if any, to make changes to be able to comply.</i></p>	N/A	N/A	

FRPA Action Plan

In accordance with the Fair Registration Practices Code, the FRPA Action Plan outlines the measures that the NSCP 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. The NSCP will address these priority actions over the next six months.

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
1	Develop a streamlined process for registering physiotherapists already certified in another Canadian jurisdiction that fulfills requirements of Chapter 7 of the CFTA.	7	Chapter 7 of the CFTA, CFTAIA	The current process will be updated/revised where necessary on the website and in the Registration Guide to reflect CFTA requirements. This will be completed for Mar 30, 2020 (allowing for possible delays in BOD mtgs etc).
2	Develop a policy document on accepting alternative documentation if required documents cannot be obtained for reasons outside the applicant's control.	16	9(b)	All of these documents will have been dealt with by CAPR, but we will reflect alternatives in Registration Guide and document list and ensure the link to their policy is posted by Mar 30, 2020.
3	Develop a training plan for internal review decision-makers. The FRPA Review Office recommends training in the following subject areas: <ul style="list-style-type: none">• Administrative law• Cultural competency• Principles of fundamental justice	25	11	The plan will be developed to reflect current training resources and the timing and availability of those resources. Research will need to take place for this and the plan should be completed by June 30, 2020.

Required Improvements

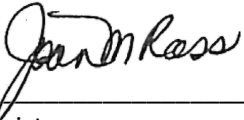
The actions listed in this section address registration practices that meet a minimum level of compliance with the FRPA. These actions focus on areas for improvement. NSCP will address these actions over the next two years.

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
1	Finalize Registration Guide and post to website.	6	7(a)	Mar 30, 2020... This has already been reviewed by Board and

				Stakeholders for feedback and the revisions are going back to Board for approval at January meeting. (March date allows for possible final revision before posting)
2	Clarify internal review policy language around decision-making powers of the internal review panel, and how decisions are to be communicated to the applicant.	24	10(3)	Mar 30 2020... new policy has been drafted to go to Board in January or February depending on agenda.
3	Add a reference and link to the CAPR accommodation policy to the NSCP website.	8	16(h)	Mar 15,2020 (CAPR policy is under revision)
4	Revise published fee schedule to clearly identify all third party fees required for registration, in addition to fees collected by NSCP.	FRPA annual data	7(f)	Will link to CAPR fees schedule which is reviewed and updated regularly and Jan 15, 2020

Disclaimer

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



Registrar

January 14, 2020

Date

Appendix

- ✓ Blank NSCP Registration Form

**Submit Payment Authorization
Form with Registration Form**

PLEASE MAKE REMITTANCE PAYABLE IN
CANADIAN FUNDS



REGISTRANT CATEGORY

Practicing/Active ☐
Sponsored ☐
Non-Practicing/ Inactive ☐

APPLICATION FOR REGISTRATION

For Office use only: Approved ☐ Date: _____ Initials: _____
Rejected ☐ Date: _____ Initials: _____
Missing Info: _____ Reg. # 00 _____

Name: _____
Surname Given Names in full

Address: _____
Street Address or PO Box Town/City Postal Code Country

Telephone # _____ Email Address: _____

Language Proficiency: English ☐ French ☐ Other (please state) _____

Birth Date: _____ D/M/Y **Gender:** Male ☐ Female ☐ Self-declared ☐

Eligibility: CITIZEN ☐ IMMIGRANT ☐ WORK VISA ☐ (Attach copy)

Current Vulnerable Sector Check Required (Attach copy)

Malpractice Insurance: CPA ☐ Hosp. ☐ Other ☐ (Enclose proof)

Employment Status in NS:

Seeking employment ☐

Accepted position: ☐

Employer Name: _____

Site: _____

Employee ☐ Self-employed ☐

FT ☐ PT ☐ Casual ☐

Start Date: _____

Qualifications: (attach proof)

QE completed Yes ☐ No ☐

Registered for the Clinical (PNE) Yes ☐ No ☐ PCE Completion Date _____

Year of Graduation PT Program: _____ Year of Initial PT Registration: _____

Physiotherapy Education

Title	√	Year	Institution	Province/ Country
Diploma				
Baccalaureate				
Masters (Entry)				
Masters (Clinical)				
Doctorate				

Other Education

Degree Title	Year	Institution	Province/ Country

NSCP Application for Registration Page 2

Previous Registration

In Nova Scotia Yes ☐ No ☐ Dates _____ Practicing ☐ Non-Practicing ☐ Reg.# _____

Jurisdiction last registered in:

Province/ country

Month/Year

Place of employment

Concurrent Registration

Yes ☐ No ☐

Practicing ☐

Non-Practicing ☐

Reg# _____

Jurisdiction(s) concurrently registered in:

Province/ country

Month/Year

Place of employment

Province/ country

Month/Year

Place of employment

Physiotherapy Practice for the past five years

Year	Place					
Practice Hours						

AFFIDAVIT:

I, _____, hereby certify that I am not presently subject to any outstanding penalty or condition respecting a finding of professional misconduct, incompetence or incapacity, and that I am not the subject of a current inquiry or proceeding respecting my practice as a physiotherapist in any other jurisdiction. I swear that I have no relevant convictions under the Criminal Code nor under the Controlled Drugs and Substances Act. (see attached Vulnerable Sector/Criminal Record Check)

I swear that the information given in these registration documents is true, correct and complete to the best of my knowledge and that I am fit to practice.

I hereby give the Registrar permission to contact the Registrar in any of my previous jurisdictions to verify my information, and I have attached the letters from 3 references, one being a former employer.

Signature of applicant

Date

I would like to receive my publications and correspondence from the College by: ☐ Email at _____