



Questions for Third Party Organizations

Per Section 16(3)(i) of the FRPA, Nova Scotia regulatory bodies are required to provide information on the role of third-party assessors in the registration process.

The FRPA Review Officer expects that if a Nova Scotia regulatory body relies on a third party to assess qualifications, it will take reasonable measures to ensure that the third party makes the assessment in a way that is transparent, objective, impartial and procedurally fair.

QUESTIONS

Please provide links to policy and other relevant documentation where possible.

1. Describe the information provided to applicants regarding your assessment practices.
 - a. How is this information communicated (e.g. website, downloadable documents, etc.)?
 - b. What steps have you taken to ensure the information is organized, easy to find and written in plain language?
2. How often do you review registration information on your website for clarity, accuracy and completeness?
3. What fees are involved in the assessment process and how is this information provided to applicants?
4. Are the criteria used for assessing applicants documented and publicly accessible?
 - a. If so, by what means?
5. Are the criteria clearly linked to the requirements/standards for entering the profession/trade?
6. Do you provide information to applicants regarding the method(s) by which they will be assessed (e.g. written and practical examinations, structured interviews)?
 - a. How is this information provided? Please provide relevant links and documentation.
7. Does your organization require that assessors consistently apply qualifications assessment criteria, policies and procedures to all applicants?
 - a. Do assessors:
 - i. follow documented guidelines about how to conduct the assessment?
 - ii. use the same tools to reach assessment decisions for each applicant?
8. How do you determine the validity of the assessment methods that you use?
 - a. Does your website publish pass scores?
9. Do you screen applicants in advance of a formal assessment process? If so, describe the pre-screening process.
 - a. Do you track the number of applicants that are excluded through the pre-screening process?



- b. Do you monitor the barriers applicants encounter during pre-screening which may prevent them from advancing to the application process? If so, what barriers do you identify?

10. What is your process for verification of documentation authenticity?
11. Do you have a policy for accepting alternative information when original documentation cannot be obtained by an applicant for reasons beyond their control?
12. Do you have a policy on the language/translation requirements for documents provided by, or on behalf of, the applicant?
 - a. If so, please attach or provide a link to the policy.
13. Do you provide written decisions on an application for assessment, including reasons for rejection of an application?
 - a. Please provide a sample/redacted decision letter.
14. Is information provided about what applicants can do to close any gaps in their qualifications?
 - a. If yes, please provide an example (e.g. sample/redacted decision letter).
15. Do you have formal policies in place for:
 - a. Accommodating individuals with physical or mental disabilities,
 - b. Specifying the timeframe for responding to applicants and making an assessment decision,
 - c. Ensuring that a decision-maker on an internal review / appeal was not involved in making the original decision, and
 - d. Providing access to records relating to the assessment of an applicant to the applicant upon request?

Are these policies accessible to applicants? If your answer is yes to any of the above in question 15, please attach or provide links to all relevant documentation.

16. Describe your internal review/appeal process.
 - a. Are applicants given the opportunity to make submissions in the internal review / appeal process?
 - b. Is there a timeframe for requesting an internal review / appeal and for submitting additional evidence?
 - c. What is the timeframe for a decision to be made on an internal review / appeal?
 - d. How are applicants informed of the internal review process (including applicable timeframes)?
17. Do you provide training to individuals making assessments, decisions and/or conducting appeals?
18. Does your organization endorse any international, Mutual Recognition Agreements?
 - a. If so, please list the agreements.
19. What difficulties or obstacles are faced by applicants who received their qualifications in a country other than Canada?