

ACTION PLAN -YEAR 1 PROGRESS UPDATE

DEPARTMENT OF LANDS & FORESTRY: TIMBER SCALERS

ACTION PLAN TIMELINES:

TIMELINES FOR ACTION PLAN PROGRESS UPDATES				
	Action Plan Deadline	Action Plan Progress Update 1	Action Plan Progress Update 2	
Due Date	2021-02-18	2022-05-12	2023-05-12	
Actual Completed Date	2021-04-20	2022-05-31		

ACTION PLAN:

ACTION PLAN – AREA #1:	Response to FRPA Review Question #2: “Registration of New Applicants?”.
FRPA SECTIONS:	Sections 7(c), 9(a), 16(3)(a), (b), (e) and (g)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> • provide clear instructions on what documentation must accompany applications • ensure that information regarding registration requirements and how requirements are to be met is clear and easily accessible in the public domain through print and electronic media.
REGULATOR ACTION PLAN:	The website will be updated to include details on the experience and proof of experience requirements to apply for scaling school. The regulator will update the website to include clear instructions on the final stages of the licensing process which was missing in the initial response. It will include clear instruction on the process and the documentation that is required and links to the forms which are currently not available electronically.
INTENDED COMPLETION DATE:	Dec 2021
Year 1: Action Plan update. Due: 2022-05-12	Information has been sent to Communications Nova Scotia for website update (See Attachment)
FRPA Review Officer Comments	As noted by the regulating body, this area is a work in progress. Therefore, regular updates will be required until complete.
Year 2: Action Plan update. Due: 2023-05-12	

ACTION PLAN – AREA #2:	Response to FRPA Review Question #3: “Registration of International Applicants”.
FRPA SECTIONS:	Sections 6, 7(a), (c), 9(a), 16(a), (b) and (g)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> ensure that information regarding registration requirements and how requirements are to be met by applicants who received their qualifications outside of Canada is clear and easily accessible in the public domain through print and electronic media. provide clear instructions on what documentation must accompany applications
REGULATOR ACTION PLAN:	Website will be updated to include specific information on the process for those apply outside of Canada and what type of experience is necessary for scaling school.
INTENDED COMPLETION DATE:	Dec 2021
Year 1: Action Plan update. Due: 2022-05-12	Information has been sent to Communications Nova Scotia for website update (See Attachment)
FRPA Review Officer Comments	As noted by the regulating body, this area is a work in progress. Therefore, regular updates will be required until complete.
Year 2: Action Plan update. Due: 2023-05-12	

ACTION PLAN – AREA #3:	Response to FRPA Review Question #4: “Registration of Interprovincial Applicants”.
FRPA SECTIONS:	Sections 3, 6, 7(a), (c), 9(a), 16(a), (b) and (g)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> • ensure that information about registration requirements and how requirements are to be met by applicants who received their qualification outside NS but within Canada is clear and easily accessible in the public domain through print and electronic media. • ensure that information about registration requirements and how requirements are to be met by applicants registered in another Canadian jurisdiction are based on certificate-to-certificate recognition and are clear and easily accessible on the public domain through print and electronic media. • provide clear instructions on what documentation must accompany applications
REGULATOR ACTION PLAN:	Website to be updated to include specific information on the process for applicants with other provincial scaling licenses to gain a license in NS. Application form will be updated to include information required by those apply from other provinces.
INTENDED COMPLETION DATE:	Dec 2021
Year 1: Action Plan update. Due: 2022-05-12	Information has been sent to Communications Nova Scotia for website update (See Attachment)
FRPA Review Officer Comments	As noted by the regulating body, this area is a work in progress. Therefore, regular updates will be required until complete.
Year 2: Action Plan update. Due: 2023-05-12	

ACTION PLAN – AREA #4:	Response to FRPA Review Question #5: “Registration Process Fees”.
FRPA SECTIONS:	Sections 7(f), 16(3)(d)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> • ensure that information setting out any fees for registration is clear and easily accessible in the public domain through print and electronic media.
REGULATOR ACTION PLAN:	The regulator will update the website to include clear instructions on the final stages of the licensing process and it will also include the schedule of fees.
INTENDED COMPLETION DATE:	Dec 2021
Year 1: Action Plan update. Due: 2022-05-12	Information has been sent to Communications Nova Scotia for website update (See Attachment)
FRPA Review Officer Comments	As noted by the regulating body, this area is a work in progress. Therefore, regular updates will be required until complete.
Year 2: Action Plan update. Due: 2023-05-12	

ACTION PLAN – AREA #5:	Response to FRPA Review Question #6: “Allowance for Alternative Documentation”.
FRPA SECTIONS:	Sections 9(b), 16(3)(c)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> document guidelines that describe alternatives that would be acceptable when documentation that must accompany an application cannot be obtained for reasons beyond the applicant’s control
REGULATOR ACTION PLAN:	The regulator will define what alternative documentation could be accepted instead of those required in the application process if the ones required cannot be obtained for reasons beyond the applicant’s control. Any acceptable alternatives defined by the regulator will be updated on the website.
INTENDED COMPLETION DATE:	Dec 2021
Year 1: Action Plan update. Due: 2022-05-12	Information has been sent to Communications Nova Scotia for website update (See Attachment)
FRPA Review Officer Comments	As noted by the regulating body, this area is a work in progress. Therefore, regular updates will be required until complete.
Year 2: Action Plan update. Due: 2023-05-12	

ACTION PLAN – AREA #6:	Response to FRPA Review Questions #8 & 9: “Accommodation practices for applicants with a physical or mental disability”.
FRPA SECTIONS:	Sections 16(3)(h)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> • document a description of the accommodation practices for applicants which includes: <ul style="list-style-type: none"> ○ how to request an accommodation ○ guidelines regarding types of accommodations • ensure that practices are adaptable if a new situation arises
REGULATOR ACTION PLAN:	The regulator develops written accommodation process which will include information on how to request an accommodation, guideline on accommodation in the scaling application/licensing process. We will also need to consider how we can ensure the practices can adaptable if new situations arise. Once we have these process developed and approved it will be posted on the website.
INTENDED COMPLETION DATE:	Mar 2022
Year 1: Action Plan update. Due: 2022-05-12	This has not been completed yet will need to be worked on with the Scaling Examiners Board which currently has 2 of the 3 external seats vacant. Members need to be replaced before work can be completed
FRPA Review Officer Comments	As noted by the regulating body, this area is a work in progress. Therefore, regular updates will be required until complete.
Year 2: Action Plan update. Due: 2023-05-12	

ACTION PLAN – AREA #7:	Response to FRPA Review Question #12: “Support Provided to applicants during the registration process”.
FRPA SECTIONS:	Sections 8(c), 10(1)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> • document a process to ensure that applicants who are not granted registration are provided with a written decision that includes the reasons why registration has been denied • ensure that information about the internal review process is provided to applicants who have not been granted registration.
REGULATOR ACTION PLAN:	The regulator only included information on the examination feedback in the initial response but throughout the application process the supervisor of scaling provides feedback through emails and letters at each stage of the process. The response also includes information on the approval or if they are being denied and the reasons behind this decision. The processes are currently not formally document and will be included in appeals/internal review process that are being developed for the action plans below.
INTENDED COMPLETION DATE:	Mar 2022
Year 1: Action Plan update. Due: 2022-05-12	Information has been sent to Communications Nova Scotia for website update (See Attachment)
FRPA Review Officer Comments	As noted by the regulating body, this area is a work in progress. Therefore, regular updates will be required until complete.
Year 2: Action Plan update. Due: 2023-05-12	

ACTION PLAN – AREA #8:	Response to FRPA Review Questions #14 & 15: “Internal Review Process”.
FRPA SECTIONS:	Sections 7(a), 10(1)(2)(4) and 16(3)(m)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> • document a clearly defined process for an internal review of the registration decision which includes: <ul style="list-style-type: none"> ○ procedures ○ timeframes ○ opportunities the applicant has to provide new information and to make submissions in support of their position (e.g. documented evidence, hearing, etc.) • ensure that information on the internal review process is clear and easily accessible in the public domain through print and electronic media • document the timeline and process by which an applicant who has been denied registration is informed about the procedures and time frames for the internal review.
REGULATOR ACTION PLAN:	The regulator will work to define an appeals/review process for the scaling application and licensing process. This process will include processes, procedures, timelines of the appeal. This will also include the opportunities and the process in which an applicant can make an appeal. Once approved this appeals process will be posted on the website.
INTENDED COMPLETION DATE:	Mar 2022
Year 1: Action Plan update. Due: 2022-05-12	This has not been completed yet will need to be worked on with the Scaling Examiners Board which currently has 2 of the 3 external seats vacant. Members need to be replaced before work can be completed
FRPA Review Officer Comments	As noted by the regulating body, this area is a work in progress. Therefore, regular updates will be required until complete.
Year 2: Action Plan update. Due: 2023-05-12	

ACTION PLAN – AREA #9:	Response to FRPA Review Question #16: “Access to Registration Records”.
FRPA SECTIONS:	Sections 12 and 16(3)(j)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> • develop and document a clearly defined process under which requests for access to records will be considered, including: <ul style="list-style-type: none"> ○ the process by which an applicant may make a request ○ any limitations with regards to access ○ any fees associated with the request
REGULATOR ACTION PLAN:	There was a clear misunderstanding of the question by the regulator which resulted in the noncompliance. Any applicant need only to contact the Supervisor of Scaling to access any of their documentation in relation to their application, registration, licensing information. The website can also be updated to include information on this process and the limitations with regards to what is available to the applicant.
INTENDED COMPLETION DATE:	Mar 2022
Year 1: Action Plan update. Due: 2022-05-12	Information has been sent to Communications Nova Scotia for website update (See Attachment)
FRPA Review Officer Comments	As noted by the regulating body, this area is a work in progress. Therefore, regular updates will be required until complete.
Year 2: Action Plan update. Due: 2023-05-12	

ACTION PLAN – AREA #10:	Response to FRPA Review Questions #17 & 18: “Decision-Making Process”
FRPA SECTIONS:	Sections 10(5) and 16(3)(n)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> • document the process that is used to ensure that no one who acted as a decision-maker in a registration decision may act as a decision-maker in an internal review of the same decision • include in the description of the internal review process a statement to the effect that no one who acted as a decision maker in a registration decision may act as a decision maker in an internal review of the same decision
REGULATOR ACTION PLAN:	The appeals process that is to be defined from the action plan in question 14-15 will also define who can make up the appeals committee (decision makers) and what qualification they must have to be part of the appeals committee. This information once approved will be posted on the website.
INTENDED COMPLETION DATE:	Mar 2022
Year 1: Action Plan update. Due: 2022-05-12	This has not been completed yet will need to be worked on with the Scaling Examiners Board which currently has 2 of the 3 external seats vacant. Members need to be replaced before work can be completed
FRPA Review Officer Comments	As noted by the regulating body, this area is a work in progress. Therefore, regular updates will be required until complete.
Year 2: Action Plan update. Due: 2023-05-12	

ACTION PLAN – AREA #11:	Response to FRPA Review Question #19: “Communicating Registration Decisions”.
FRPA SECTIONS:	Sections 10(3)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> • ensure that the internal review process includes a requirement for decision makers to provide applicants with a written decision that includes reasons • the internal review process describes the timeframe for a decision to be communicated to the applicant
REGULATOR ACTION PLAN:	The appeals process that is to be defined from the action plan in question 14-15 will also include a defined timeline and the communication requirement between the appeals committee and the applicant in regard to decisions around the appeals process.
INTENDED COMPLETION DATE:	Mar 2022
Year 1: Action Plan update. Due: 2022-05-12	This has not been completed yet will need to be worked on with the Scaling Examiners Board which currently has 2 of the 3 external seats vacant. Members need to be replaced before work can be completed
FRPA Review Officer Comments	As noted by the regulating body, this area is a work in progress. Therefore, regular updates will be required until complete.
Year 2: Action Plan update. Due: 2023-05-12	

ACTION PLAN – AREA #12:	Response to FRPA Review Question #20: “Internal Review Training”.
FRPA SECTIONS:	Sections 11, 16(3)(p)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> • ensure that individuals acting as decision-makers in internal reviews receive training on conducting an internal review. • develop a plan and document training provided to individuals who make internal review decisions
REGULATOR ACTION PLAN:	The appeals process that is to be defined from the action plan in question 14-15 will also include a component for the training required for the persons to sit on the appeals committee. The training plan will have to be developed and all training documented.
INTENDED COMPLETION DATE:	Mar 2022
Year 1: Action Plan update. Due: 2022-05-12	This has not been completed yet will need to be worked on with the Scaling Examiners Board which currently has 2 of the 3 external seats vacant. Members need to be replaced before work can be completed
FRPA Review Officer Comments	As noted by the regulating body, this area is a work in progress. Therefore, regular updates will be required until complete.
Year 2: Action Plan update. Due: 2023-05-12	

SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:



Heidi Higgins
Supervisor of Scaling

Name (print): _Heidi HigginsD

DATE: 2022-06-14