



Frequently Asked Questions

Updated June 19, 2020

Q1. Will COVID-19 delay NNAS application if all my documents have been submitted?

A1. NNAS is continuing operations during COVID-19, including the processing of applications. From time to time, we experience some delays in providing service. We appreciate your patience. NNAS will update applicants on our website as information becomes available.

Q2. Will I have to pay a reactivation fee if third parties are unable to send documents to NNAS because of COVID-19?

NEW A2. No. NNAS has extended the expiry date for all applications to **September 30, 2020**. NNAS will be monitoring the situation closely and will continue to update applicants as more information becomes available. Check the NNAS website www.nnas.ca regularly for updates.

Q3. How can I stay up to date regarding the impact of COVID 19 on my application?

A3. NNAS will continue to monitor the situation closely and will be posting updates on our website (www.nnas.ca) as we receive them.

Q4. I am registered for a language assessment and it is cancelled. What do I do?

NEW A4. NNAS is aware that some testing sites are closed. However, some testing sites are opening. We encourage you to monitor the websites of the test provider. As well, NNAS will be posting updates should we receive them. The website for IELTS is <https://www.ieltscanada.ca/> and for CELBAN is www.celbancentre.ca.

Q5. How will the cancelation of language proficiency exams affect my application process?

NEW A5. NNAS has extended the expiry date for all applications to **September 30, 2020**. We are aware that the testing sites are closed. We will be issuing information on NNAS' process for addressing this in the near future. NNAS will update applicants on our website as information becomes available.

Q6. Is NNAS still experiencing delays in the mail room? When I check the applicant portal, it still says that my documents have not been received even though they were mailed. Have my documents been received?

NEW A6. Currently, NNAS is not experiencing delays in the mail room. However, many countries have temporarily suspended mail service or mail service is delayed. Please email us at support@nnas.ca with your name, applicant ID, and tracking number if you believe that NNAS should have received your documents but the portal indicated they have not been received.

Q7. What is NNAS doing about the language requirements in light of COVID-19?

A7. NNAS and its Regulatory Body members are aware that the COVID-19 pandemic is impacting applicants in a variety of ways, including their ability to complete the language requirements. NNAS remains committed to the fairness principle. NNAS and Nursing Regulatory Bodies will be taking all factors into consideration when reviewing applications. NNAS is currently monitoring the situation and will be providing updates as they become available on the NNAS website at www.nnas.ca.

Q8. What is NNAS doing to respond to the COVID-19 pandemic?

A7. NNAS has been in close communication with the Regulatory Bodies to determine how we can best support their efforts during this time. As a result, NNAS is placing an emphasis on applications from applicants who have submitted complete documentation and are available potentially to be deployed because they are living in Canada. This is being done to support the needs of the health care system during the COVID-19 pandemic.

NNAS has also extended the expiry date of applications to **September 30, 2020**. We are currently monitoring the situation and will be providing updates as they become available on the NNAS website at www.nnas.ca.

Q9. I understand that NNAS is putting a plan in place to place an emphasis on applications from applicants who have submitted complete documentation and are potentially available to be deployed. What is involved?

A9. In the short-term, NNAS will be placing an emphasis on reviewing applications from Internationally Educated Nurses who have submitted complete documentation and are potentially available to be deployed because they are living in Canada. This is being done so that applicants that meet the requirements of the Nursing Regulatory Bodies can be registered and deployed as quickly as possible to meet the needs of their local jurisdictions. Decisions regarding registration or licensure remain the legislative responsibility of the Nursing Regulatory Bodies.

Q10. Why is NNAS placing an emphasis on applicants who have submitted complete documentation and potentially can be deployed?

A10. NNAS is working with the Nursing Regulatory Bodies who are members of NNAS to support their efforts to meet the need for nurses within their provinces at this time. This is being done so that applicants can be registered and potentially available to be deployed as quickly as possible to meet the needs of their local jurisdictions.

Q11. Does this mean that NNAS is changing the requirements regarding documentation that is required to be submitted as part of the NNAS process?

A11. No. All NNAS requirements remain the same.

Q12. If my Advisory Report is issued, does this mean I will automatically qualify to be registered or licenced to practice as a nurse in Canada?

A12. No. All requirements remain the same as does the process to become registered or licensed at the provincial level. Decisions regarding registration or licensure remain the legislative responsibility of the Nursing Regulatory Bodies.

Q13. How long will NNAS place an emphasis on applicants who have submitted complete documentation, are living in Canada and can potentially be deployed?

A13. These changes are in effect only as long as is required to respond to the COVID-19 pandemic. NNAS remains committed to the fairness principle and will continue to review all applications and will make every effort to a timely review of all applications.

Q14. If I receive an Advisory Report, will this mean that I automatically qualify to be registered or licenced to practice as a nurse in Canada?

A14. No. Nursing Regulatory Bodies have the legislated responsibility to register or license nurses in their jurisdiction. After reviewing your Advisory Report, the Regulatory Body will make a final determination on your application and advise you regarding next steps.

Q15. How will I know if my application is being reviewed?

A15. Please check the applicant portal. It will tell you the status of your application. When the status changes to Ready for Review, it means your application will be assigned or has already been assigned to an assessor. When the status shows that your application is Ready for Final Review, it means that your application has been reviewed by an assessor and is being finalized.

Q16. Will my application still be reviewed if my documentation is complete, but I am not living in Canada?

A16. Yes. NNAS will continue to review all applications and will make every attempt to a timely review of all applications.

Q17. How long will it take to issue my Advisory Report if my documentation is complete, but I am not living in Canada?

A17. NNAS anticipates that there will be minimal impact on its ability to issue all Advisory Reports. NNAS will continue to review all applications and will make every effort to a timely review of all applications.

Q18. How long these changes be in effect?

A18. These changes are in effect only as long as is required to respond to the COVID-19 pandemic. NNAS remains committed to the fairness principle and will continue to review all applications and will make every attempt to a timely review of all applications.

Q19. I am unable to obtain the third-party employment information from my previous employer due to COVID-19 restrictions in that country. What do I do?

A19. NNAS is aware that there may be some delays in obtaining third-party documentation. NNAS has extended the expiration dates on the affected applications and will continue to monitor the situation. Please check our website for regular updates.

Q20. I am unable to obtain my educational curriculum or other educational documentation from my nursing school due to COVID-19 restrictions. What do I do?

A20. NNAS is aware that there may be some delays in obtaining third-party documentation. NNAS has extended the expiration dates on the affected applications and will continue to monitor the situation. Please check our website for regular updates.