



## **Policy – FAQs for the Key Assessment Policies**

### **Alternative Assessment Process**

**Q1.1: I am unable to get access to some or all the required documents to proceed with the NNAS process due to circumstances beyond my control. Can I still apply to NNAS?**

A1.1: Yes, you can apply to NNAS. NNAS offers an Alternative Assessment Process for NNAS applicants, who because of significant and persisting reasons beyond their control are unable to provide verifiable documents required to complete the NNAS process.

**Q1.2: What is the Alternative Assessment Process?**

A1.2: This process is currently in the pilot phase and was developed to provide a consistent Alternative Assessment Process for applicants who because of significant and persisting reasons beyond their control are unable to provide verifiable documents to complete the NNAS process.

**Q1.3: Who qualifies for the Alternative Assessment process?**

A1.3: NNAS applicants must request to be considered for the Alternative Assessment Process in writing. Requests will be considered on a case-by-case basis.

**Q1.4: What are the steps I need to take to be considered for the Alternative Assessment Process?**

A1.4: To start the process, you must become an NNAS applicant. NNAS will only process a request for the Alternative Assessment Process once you are an official NNAS applicant and have paid your fees. You will also be required to provide NNAS with your identification documents. Acceptable forms for identification are listed in NNAS' Applicant Handbook. Once you have become an NNAS applicant, you can submit your request to be considered for the Alternative Assessment Process.

**Q1.5: How will I know if my application will be assessed using the Alternative Assessment Process?**

A1.5: NNAS will tell you if your application is being reviewed under the Alternative Assessment Process or the Standard NNAS process. Applicants must provide consent in order to proceed with the Alternative Assessment Process.

**Q1.6: Does NNAS use any independent parties to assist in the process?**

A1.6: NNAS may contract an independent third-party with expertise in the field who will advise NNAS on your application. There is no cost to the applicant for this service.

**Q1.7: Is there any additional costs for Alternative Assessment Process?**

A1.7: No. There are no additional costs to applicants who participate in the Alternative Assessment Process. The application fee paid to NNAS covers the costs of the Alternative Assessment Process.

**Q1.8: Can I get a refund if it is determined that my application will be assessed through the standard process rather than the Alternative Assessment Process?**

A1.8: No. NNAS does not issue refunds. Your application will be assessed following NNAS' standard processes.

**Q1.9: Can I have third-party representation during the NNAS process, including the Alternative Assessment Process?**

A1.9: Yes. You may have representation with you throughout the NNAS process, including the Alternative Assessment Process. You will need to sign a consent form to have third-party representation present. This form is available on the applicant portal.

**Q1.10: Is the Alternative Assessment Process faster than the standard process?**

A1.10: No. NNAS is not able to provide a specific timeline for issuing modified Advisory Reports under the Alternative Assessment Process. The Alternative Assessment Process is unique to each applicant's situation, and it may take longer than the standard process.

## **Error Identification and Reporting**

**Q2.1: How does NNAS check for errors when preparing the Advisory Reports?**

A2.1: All of NNAS' Advisory Reports go through rigorous quality control process with an evaluator with extensive experience.

**Q2.2: How often are errors identified after an Advisory Report has been issued?**

A2.2: NNAS is committed to the accuracy and quality of its assessments. NNAS has a very low error rate of only 0.025%.

**Q2.3: What do I do if I think there is an error in my Advisory Report?**

A2.3: If you think you have identified a potential error in your Advisory Report, you need to promptly communicate to NNAS describing the potential error. NNAS will review your file to determine if an error was made.

**Q2.4: What happens if NNAS determines that an error was made in my Advisory Report after it was issued?**

A2.4: If an investigation finds that an error was made in your Advisory Report, NNAS will advise you and promptly reissue a corrected Advisory Report to you and the designate Regulatory Body or Bodies.

**Q2.5: What if I disagree with the outcome of my Advisory Report?**

A2.5: The error identification policy does not apply if you are dissatisfied with the outcome on your Advisory Report. You may follow the NNAS appeals process if you are dissatisfied with the outcome of your Advisory Report.

## **Privacy Policy**

**Q3.1: Does NNAS have a privacy policy?**

A3.1: Yes. You can find the policy on the NNAS website.

**Q3.2: What personal information does NNAS collect?**

A3.2: The information that NNAS collects may include but is not limited to a person's name, mailing address, e-mail address, telephone number, and information that is submitted to NNAS (or that third parties submit to NNAS on an individual's instruction) concerning their academic and/or employment history (including curricula, transcript, previous employers).

**Q3.3: Why does NNAS collect personal information?**

A3.3: NNAS collects and uses personal information for the purpose of assessing the credentials of Internationally Educated Nurses.

**Q3.4: How does NNAS collect my personal information?**

A3.4: NNAS will seek consent before NNAS collects or uses the person's personal information. Applicants are required to submit and update their own personal information in their NNAS application.

**Q3.5: Who does NNAS release information to?**

A3.5: NNAS limits access to personal information to NNAS' employees and agents who require it to administer and deliver NNAS' assessment and credentialing programs. NNAS does not sell or trade any of the personal information NNAS collects.

### **Q3.6: How does NNAS protect my privacy?**

A3.6: Personal information will be protected by security safeguards that are appropriate to the sensitivity level of the information. NNAS takes reasonable precautions to protect all personal information from any loss or unauthorized use, access or disclosure.

### **Q3.7: Who do I contact if I have questions or concerns about the privacy of my information?**

A3.7: Any questions or concerns about the NNAS Privacy Policy or NNAS practices can be directed in writing to [privacy@nnas.ca](mailto:privacy@nnas.ca)

## **Complaints Policy**

### **Q4.1: Can I file a complaint with NNAS?**

A4.1: Yes. NNAS is committed to a high standard of service and continuous improvement. Individuals who have received services from NNAS, third parties representing applicants, or Regulatory Bodies may issue a complaint about NNAS corporate office, or any service provider contracted by NNAS as any time.

### **Q4.2: If I file a complaint will this have an impact on my application?**

A4.2: No. Filing a complaint will not have an impact on the processing of your Advisory Report or the outcome of your educational assessment. NNAS is committed to a high standard of service and continuous improvement.

### **Q4.3: How do I make a service-delivery complaint to NNAS?**

A4.3: Anyone who has received services from NNAS may issue a complaint about NNAS corporate office or any service providers contracted by NNAS. Complaints can be made to [info@nnas.ca](mailto:info@nnas.ca), please include "Complaint and your NNAS ID in the subject line".

### **Q4.4: What can I expect after I file a complaint?**

A4.4: Our first step is to resolve the complaint as quickly as possible. You will receive an acknowledgement that your complaint has been received. NNAS staff will contact you, and if needed request more information.

### **Q4.5: What if I am not satisfied with the resolution of my complaint?**

A4.5: If your complaint is not resolved it will be escalated to NNAS management who will then respond to your complaint. Any complaints that do not reach resolution with NNAS management will be escalated to NNAS' Executive Director or designate.

## Refunds

### **Q5.1: Does NNAS issue refunds?**

A5.1: No. All application fees paid to NNAS are non-refundable.

### **Q5.2: I no longer wish to proceed with the NNAS process. Can I get a refund?**

A5.2: No. NNAS has a no refund policy. Please read through the Applicant Handbook and make sure you are ready to apply to NNAS and meet all of the requirements. You can find a list of NNAS requirements in the Applicant Handbook.

### **Q5.3: Can I get a refund if I am not satisfied with the outcome of my Advisory Report?**

A5.3: No. NNAS has a no refund policy. If you are not satisfied with the outcome of your Advisory Report, you may submit request for an appeal to NNAS ([link appeal procedure](#)).

## Fraud/Irregular Documents Policy

### **Q6.1: Does NNAS have a fraud policy?**

A6.1: Yes. NNAS supports its Regulatory Body members to protect the public by issuing Advisory Reports that meet the highest standards of integrity, accuracy, and validity.

### **Q6.2: What if an applicant submits documents or credentials that are not legitimate?**

A6.2: NNAS will take immediate action if it suspects that any of the following circumstances have occurred: If any documents submitted to NNAS are not legitimate, or do not come from a legitimate institution; if documents appear to be forged or altered, or if an applicant has made a misrepresentation in their application, including but not limited to falsely representing that they have submitted all the required documentation.

### **Q6.3: What will happen to my application if NNAS or the designated Regulatory Body suspects fraud?**

A6.3: NNAS reserves the right to investigate all suspected fraudulent or irregular documentation submitted to NNAS. Where necessary NNAS will seek clarification from the applicant or the institution.

### **Q6.4: Will NNAS notify my designated Regulatory Body if it discovers fraud or irregular documents in my application?**

A6.4: NNAS reserves the right to cancel the application and notify the Regulatory Bodies identified in the application.

**Q6.5: I forgot to submit all of my employment history in my NNAS application?**

A6.5: Incomplete, altered or falsified documents will have a consequence to your application being cancelled or may cause delays in the NNAS process.

**Q6.6: Can I appeal if my application cancelled under the Fraud/Irregular Documents Policy?**

A6.6: Yes. NNAS' appeals process applies to any applications cancelled under this policy.