



## Communicating Licensure Decisions Policy

### BOD Approval: September 10, 2020

The Nova Scotia Real Estate Commission provides the following process for communicating licensure decisions to applicants.

#### Definitions

*Applicant* is an individual who has submitted a completed application to the Commission for consideration to be issued a licence to trade in real estate.

*Internal review* is the process by which an applicant may formally appeal a licensure decision and have their application and other supporting evidence reconsidered by another decisionmaker within the Commission.

*Licensure* is official confirmation that the applicant has the qualifications necessary to hold a real estate licence and is eligible to trade in real estate.

*Licensure decision* is the conclusion of the assessment of a completed application for registration by the regulatory body. It will include the Registrar's determination as to whether the applicant is eligible for licensure at the time of application. A registration decision may reflect two possible outcomes:

- Licensure is granted – the applicant has met the requirements for licensing and is eligible to hold a real estate licence. The applicant's licence may be subject to terms, conditions, or restrictions as permitted by law.
- Licensure is not granted – the applicant does not currently meet the requirements for registration and is not eligible to hold a real estate licence at this time. The applicant may be eligible for licensure at a later time, after fulfilling certain requirements or addressing gaps in their training and/or skills. This decision is subject to internal review.

#### Notification of Decision

Licensure decisions will be provided within 30 days of the Commission's receipt of a completed application and all required supporting documentation.

When an applicant is granted licensure, the Registrar will issue a licence in the timeframe established above. If the licence is subject to terms and conditions, the Registrar will clearly outline the terms and conditions in the confirmation of decision.

When an applicant is not granted a licence, they will be informed of the decision by email within the timeframe established above.

The notification of decision shall contain the following information:

- reasons for the registration decision,
- where practical, information respecting measures or programs that may be available to assist unsuccessful applicants in obtaining registration at a later date,
- a statement on the applicant's right to an internal review, and
- information on the Commission's internal review process and of the procedures and time frames for the internal review.

The Commission's internal review policy shall be attached to the decision letter.