

Nova Scotia Standards & Expected Outcomes: Quality Assurance Program

Regulator: Nova Scotia College of Counselling Therapists

Assessment Completion: February 2026

In accordance with the *Regulated Health Professions Act and General Regulations*, the below represents the assessment of the regulator's compliance with the Quality Assurance Program for Regulator Performance agreed upon by the regulator and the Department of Health and Wellness.

Domain: General			
Standard	Expected Outcome	Status	Date to Complete
The regulator maintains accurate and accessible information that is publicly available about its registrants, regulatory requirements, guidance, processes, and decisions.	Information about registrants is directly accessible from the regulator's website.	Compliant	N/A
	Information about the regulator's governing board and statutory committees, including the names of the respective members, are displayed on the regulator's website.	Compliant	N/A
	Information on how the public can make a complaint and the investigation processes is publicly available on the regulator's website.	Compliant	N/A
	Information posted on a regulator's website, where appropriate is presented in a plain language format.	Complete a plain language assessment of website.	February 27, 2026
	All bylaws are published and made available to the public and registrants in an easily accessible format on the regulator's website.	Compliant	N/A
The regulator demonstrates the principles of EDIRA (equity, diversity, inclusion, reconciliation, and accessibility) and ensures that its registrants, the public, and other affected parties do not experience unnecessary barriers or otherwise be disadvantaged.	The regulator has a position statement that reflects the principles of EDIRA, which is publicly available and easily accessible on the regulator's website.	Develop a position statement and post on NSCCT website.	February 27, 2026
	The regulator has a code of conduct on how it operates for staff and committee members. The policy is reviewed at least every three years to ensure it reflects current legislation, practices, public expectations, issues, and emerging initiatives (e.g. diversity, equity, and inclusion).	Develop a code of conduct for staff and include a review date for board and staff codes of conduct.	May 1, 2026
	The regulator demonstrates commitment/efforts to achieving diversity and inclusion on board, committee, and staff composition.	Compliant	N/A

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Domain Governance			
Standard	Expected Outcome	Status	Date to Complete
The regulator's governing board governs according to governance best practices.	The board has a governance model/structure and follows governance best practices.	The board establishes governance best practices and begins work towards implementing a governance model/structure.	December 1, 2026
	Board members participate in an orientation to governance best practices.	Develop onboarding and orientation for board members.	February 27, 2026
	Policies/procedures for the board are provided/available to board members and staff.	Compliant	N/A
	Processes for review of policies and standards are documented.	Create a documented process that outlines how standards are reviewed and updated.	February 27, 2026
	Policies and/or standards of the governing board have measurable outcomes. Policies have a review schedule and evaluation process.	Include review dates for policies and link them to measurable outcomes.	December 1, 2026
	The board has and undertakes a self-evaluation process.	Develop and implement board self-evaluation process.	December 1, 2026
	The regulator has a risk management framework, and policies and/or processes are in place to address risks: <ul style="list-style-type: none"> ○ Financial; ○ Information technology; ○ Comprehensive liability insurance (including cyber security); ○ Legal (privacy, confidentiality); ○ Governance vs operational authority; ○ Operations - Human Resources (volunteer committees/employed staff). 	Compliant	N/A
	The board and board committee structures or processes are in place that are appropriate (provide some examples such as composition of governance committees, finance committee, appointment committee, and statutory committee).	Apply structures/processes in place for the board and all other board committees, statutory and non-statutory.	May 1, 2026

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	The regulator demonstrates adherence to a code of conduct, conflict of interest, and confidentiality policies.	Create a process for monitoring NSCCT's adherence to the code of conduct & confidentiality policies.	February 27, 2026
	The regulator articulates a vision and strategic directions/desired outcomes for the organization.	Compliant	N/A
The regulator's governing board has appropriate oversight of operations.	The board monitors progress in meeting the strategic directions and adherence to policies.	Compliant	N/A
	The board monitors that the regulator's operations are compliant with applicable federal and provincial laws and its governing legislation.	Create a formal monitoring process for board to ensure that operations are compliant with legislation and applicable law.	May 1, 2026
The board and statutory committee members have the knowledge, skills, and commitment needed to effectively execute their fiduciary role and responsibilities pertaining to the regulator's mandate.	The board identifies and communicates eligibility and suitability criteria for registrants to stand for election/appointment to the board and statutory committees.	Compliant	N/A
	The board and statutory committee candidates, once appointed, are trained about the regulatory mandate and expectations pertaining to their roles and responsibilities.	Set up training regarding regulatory mandate and expectations.	February 27, 2026
	Training is ongoing (at least annually) for board and committee members.	Create onboarding training and documentation for the board and committee members (see 5.2)	February 27, 2026
Domain: Standards (Including Policies & Guidelines)			
Standard	Expected Outcome	Status	Date to Complete
The regulator maintains up-to-date practice standards that are regularly reviewed and prioritize patient/client centered care and safety.	Practice standards are reflective of current practice environment, and consideration is given to collaborative practice teams and cultural competence.	Compliant	N/A
	Feedback from registrants and impacted parties about practice standards is gathered and considered for incorporation into revisions.	Develop a process for the collection and incorporation of registrant and stakeholder feedback into policy and standard development and updates.	May 1, 2026

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	An evaluation strategy is in place.	Create an evaluation framework for standards, policies, and guidelines that specifies timeframes for review.	December 1, 2026
The regulator provides guidance to assist registrants to interpret and apply the practice standards and addresses new and developing areas of risk in practice.	The regulator communicates with academic programs to promote awareness of practice standards and inform the development/revision of those standards.	Establish process for communicating developments/revisions to standards with academic programs. This may be incorporated into the policy and process for policy and standard review or may be a separate process.	December 1, 2026
	Registrants are informed about revisions to practice standards and new standards.	Compliant	N/A
	A communication strategy is in place to inform registrants about expectations pertaining to practice standards, policies, renewal, and registration requirements. Communication strategies to consider: <ul style="list-style-type: none"> ○ Learning modules for licensure; ○ Newsletters, webinars, sessions with new graduates. 	Compliant	N/A
DOMAIN: Investigations, Professional Conduct, and Fitness to Practice			
Standard	Expected Outcome	Status	Date to Complete
The regulator enables anyone to submit a complaint about a registrant.	The different stages of the complaints and fitness to practice processes are clearly communicated and set out on the regulator's website.	Once migrated under the RHPA, update NSCCT website to clearly outline the fitness to practice process and considerations for the public and registrants.	6 months post migration to RHPA
	Information is communicated directly to complainants and respondents who are engaged in the complaints process, including what can be expected at each stage.	Compliant	N/A
	The relevant supports available to complainants and respondents are clearly and directly communicated.	Compliant	N/A

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The regulator's processes for examining and investigating complaints is fair, transparent, and timely.	The regulator is compliant with applicable legislation pertaining to the professional conduct and fitness to practice processes.	Compliant	N/A
	Policies and procedures are developed that define processes and timelines that meet legislative requirements.	Create policy document that demonstrates processes used by registrar and investigation committee for investigating complaints.	May 1, 2026
	Regulatory processes are clearly written and publicly accessible (as appropriate).	Compliant	N/A
The regulator's decisions are consistent, fair, and prioritize public protection mandate.	Decisions and the evidence supporting each decision at each stage of the process are well documented.	Provide examples of evidence and processes followed, i.e., decision letters.	May 1, 2026
	Decisions that are publicly accessible reflect the regulator's consideration of relevant legislation/standards for example: <ul style="list-style-type: none"> ○ The regulator's statutory objectives; ○ The regulator's practice standards. 	Compliant	N/A
	Discipline decisions are reported in a timely manner in accordance with legislation and are posted publicly.	Compliant	N/A
The regulator implements interim orders in cases where there is a risk to public safety.	The process for interim orders is documented in policies and procedures.	Create policy/process document(s) that outline how decisions re: interim orders are determined and communicated.	May 1, 2026
	The regulator has an established process to identify and prioritize high risk cases.	Develop policy/process document(s) for identifying and prioritizing high risk cases.	May 1, 2026
	Interim orders are reported on the regulator's website.	Compliant	N/A
The regulator supports all parties during the complaint process.	Policies and procedures document the communication process, and address how communication takes place, and the frequency of communication.	Create policy document that outlines communication expectations with complainants	May 1, 2026

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		and respondents during investigations.	
	Timelines are communicated to all parties and parties are kept informed on the progress of their case.	Compliant	N/A
DOMAIN: Information Management			
Standard	Expected Outcome	Status	Date to Complete
Information collected by the regulator is protected from unauthorized disclosure.	The regulator has developed and implemented policies and processes that govern the collection, use, disclosure, and protection of information.	Develop and implement a Records Inventory and Retention policy/process.	May 1, 2026
	The regulator has developed and implemented policies and processes that govern the destruction of records.	Develop and implement a Destruction of Records policy/process.	May 1, 2026
DOMAIN: Suitability to Practice/Continuing Competence			
Standard	Expected Outcome	Status	Date to Complete
The regulator ensures the continued competence of all active registrants.	The regulator has a continuing competence program that is developed and implemented that supports competency, professionalism, ethical practice, and quality of care.	Compliant	N/A
The regulator has processes and procedures in place to assess the competency, safety, and ethics of the people it registers.	<p>For the assessment of applicants or registrants, based on return to practice, unrecognized international credentials, practice review, or complaint processes and procedures are developed and implemented that outline:</p> <ul style="list-style-type: none"> The competency domains in need of evaluation; Right touch evidence informed approach used to identify who will undergo an assessment activity; The criteria used to identify remediation activities a registrant must undergo are based on the practice review assessment, where necessary. 	Develop process/procedure document(s) for assessing competency, safety, and ethics of registrants.	December 1, 2026

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DOMAIN: Education			
Standard	Expected Outcome	Status	Date to Complete
The regulator has a transparent mechanism for assuring that the education programs it authorizes meet regulator's requirements.	The regulator has established standards for those programs accepted by the board to assess the quality of education programs.	Provide evidence of standards used by the Board to accept an education program as meeting requirements for registration such as policy stating what criteria must be met by an education program to be considered an accepted program of study.	December 1, 2026
	The regulator has an established process to assess the quality of education programs (e.g., accreditation).	Provide evidence of process/criteria used by the Board to determine if an education program meets the criteria, as set out in policy such as national accreditation standards or internal regulatory process.	December 1, 2026
	The regulator has an established monitoring process for the performance of assessment/accreditation body. The regulator ensures that the selected assessment/ accreditation body continues to meet the standards required for assessing/accrediting programs, by providing feedback to the accrediting body directly or through a review process led by the nationally organized table for that profession.	Develop a monitoring process for performance of the assessment/accreditation body.	December 1, 2026
DOMAIN: Measurement, Reporting, and Improvement			
Standard	Expected Outcome	Status	Date to Complete
The regulator monitors, reports on, and improves its performance.	The regulator has performance indicators or metrics that include a clear rationale for why each is important.	Develop performance indicators that align with strategic objectives and regulatory outcomes and implement a Performance Measurement Framework.	December 1, 2026

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	The board uses performance and risk information to regularly assess the regulator's progress against stated strategic objectives and regulatory outcomes.	Provide documentation to show that the performance indicators are being measured to assess progress towards strategic objectives and regulators outcomes.	December 1, 2026
	Where relevant, performance and risk review findings are translated into improvement activities.	Provide documentation that outlines projects or initiatives that NSCCT is undertaking for improvement activities related to performance indicators.	December 1, 2026