



## **Service Standards**

### **Timelines for Responding to Registration Inquiries and Processing Applications for Registration**

1. The Health and Supportive Care Providers Oversight Authority (HSCPOA) will strive to respond to general or application/registration inquiries received via email or phone within three (3) to five (5) business days.
2. Where more time is required for HSCPOA to compile information to provide a response, senders will be informed of the rationale, and anticipated timelines to receive a response to their inquiry.
3. Completed applications for registration will be reviewed and applicants will receive a registration decision within 10 business days. Applications are not considered complete until all required information and documentation is received.
4. If HSCPOA has any questions about an application for registration or additional information is required, we will contact all applicants within 10 business days for clarification and/or to request additional information and/or documentation.
5. Where an application for registration is refused, applicants will be notified about their right to request a written review directly to the [Health Professions Review and Appeal Board \(HPARB\)](#) within 15 days of the date of their refusal decision letter.

6. Where an application for eligibility to undergo a [Competency Assessment](#) is refused, applicants will be notified about their right of appeal to HSCPOA through the [Competency Assessment Eligibility Appeal Policy](#), within 30 calendar days of the date of their refusal decision letter.
7. Where an application for eligibility to apply for registration as a Personal Support Worker (PSW) under the [Recognition of Nurses and Midwives Policy](#) is refused, applicants will be notified about their right of appeal to HSCPOA through the [Recognition of Nurses and Midwives Eligibility Appeal Policy](#), within 30 days of the date of their refusal decision letter.
8. Where an [appeal for eligibility to undergo a Competency Assessment](#) or for eligibility to apply under the [Recognition of Nurses and Midwives Eligibility Appeal Policy](#) is refused by HSCPOA, applicants will be notified about their right to request a written review directly to the [Health Professions Review and Appeal Board \(HPARB\)](#) within 15 days of the date of their appeal refusal decision letter.