



Access to Registration Records Requests

Approved	Revised	Related Policy	Supporting Documents
June 20 2026	n/a		

POLICY STATEMENT:

The Nova Scotia College of Counselling Therapists (NSCCT) will provide an applicant with access to records held by the NSCCT that are related to the applicant's application.

REQUEST

1. Requests for access to an applicant's records must be made to the Registrar in writing.
2. Written requests may be made by email.
3. Requests for access to an applicant's records may be made by the applicant or by any person authorized by the applicant, in writing, to communicate with the NSCCT on the applicant's behalf.

TIMING

1. The NSCCT will respond to an applicant's request for access to their records within 10 business days of receiving the applicant's request.
2. Where an applicant's request for access to their records cannot be accommodated within 10 days, the NSCCT shall inform the applicant of the timeframe when their records will be accessible, such timeframe not to exceed 30 days from the date of the applicant's request.
3. The NSCCT will retain copies of records relating to an applicant's application for 5 years following receipt of a complete application package for the applicant.

EXCLUSIONS

1. The NSCCT will not provide access to the following documents that may form part of an applicant's record:
 - a) the document or any information in the document is subject to a legal privilege that restricts disclosure of the record or the information, as the case may be another enactment, including an Act of the Parliament of Canada or a regulation made pursuant to such an Act, or a court order or order of a quasi-judicial tribunal prohibits disclosure of the document or any information in the document in the circumstances;
 - b) granting the access could reasonably be expected to lead to the identification of a person who provided information in the record to the regulating body explicitly or implicitly in confidence, and the regulating body considers it appropriate in the circumstances, that the identity of the person be kept confidential;
 - c) granting the access could reasonably be expected to threaten or harm the mental or physical health or the safety of another person; or
 - d) granting the access could negatively affect public safety or could undermine the integrity of the registration process.

ACCESS

1. The Regulator will provide copies of an applicant's records by mail, electronically, or facsimile, as requested by the applicant.
2. In the event that NSCCT refuses to provide access to all of the applicant's documents it holds, the Regulator will provide reasons for denying access.

FEES

1. The Regulator will charge a fee for making an application file available to an applicant, which will not exceed the amount of reasonable cost recovery.
2. The applicant will be informed of the fee amount, and said fee must be paid, before the records will be released to the applicant.
3. If an applicant requests their records be sent by courier, the applicant shall pay the cost of the courier service.

CORRECTIONS

1. If an applicant believes the information held by the Regulator is inaccurate, the applicant may request that the Regulator correct its records by making a written request to the executive director with documentation supporting the applicant's request.