



# NNAS Applicant Handbook V3b

## An Introduction to National Nursing Assessment Service (NNAS)

If you are an internationally educated nurse (**IEN**) and you wish to work as a nurse in Canada (except for Quebec and the Territories), you must complete an application with the *National Nursing Assessment Service* (**NNAS**). You may apply for a license in the province of your choice to be either:

- A Registered Nurse (**RN**)
- A Licensed Practical Nurse (**LPN**)
- Or, a Registered Psychiatric Nurse (**RPN**)

NNAS partners Canada's nursing regulatory bodies and offers a simple and secure way to review and store the documents you are required to submit in order for you to work in Canada.

### **NNAS has three roles:**

1. To verify your credentials
2. To compare your credentials to Canadian standards
3. To provide secure, online storage for your education and registration credentials

NNAS has a legal contract with *CGFNS International, Inc. (Commission on Graduates of Foreign Nursing Schools)* in Pennsylvania; U.S.A. They have five roles:

- To review and store your documents
- To verify that your documents are authentic
- To ensure each nurse's files have all required documents
- To determine if your documents meet Canadian standards
- To send completed files to the correct *regulatory body/bodies* so they can make the final decisions about your eligibility to work as a nurse in Canada.

This handbook lists each of the steps you will need to take in order to complete your NNAS application. Please be sure to read all of the instructions in this handbook carefully before you submit your NNAS application, and **before any documents or forms are sent** to NNAS.

The first step towards working as a nurse in Canada is to set up an *online account* with NNAS at <http://www.nnas.ca> and complete your application. **You are only eligible to apply for an NNAS application if you:**

- Graduated from a college or university nursing program **outside** of Canada
- Have **never** worked as a nurse in Canada before
- Want to work as a *Registered Nurse (RN)*, *Licensed Practical Nurse (LPN)*, or *Registered Psychiatric Nurse (RPN)* in Canada

You may use your online NNAS account to print your required forms, check the status of your application, view your emails, see your language test results, and update your contact information.

**Note: If you have already worked as a nurse in Canada, you *do not* need to set up an online NNAS account. You may apply *directly* to the regulatory body of your choice.**

### **6 Steps to creating an NNAS Advisory Report**

The purpose of the NNAS application process is to create an *Advisory Report* that includes an evaluation of your education, based on Canadian standards and comparing it to current Canadian nursing requirements.

**START  
HERE**

#### **Step #1: Start your application**

Go to [www.nnas.ca](http://www.nnas.ca) and select the Apply/Login link to create your online NNAS Applicant Account. Be sure to read the Terms and Conditions before creating your online account.

**To create your online account you will need to:**

- Provide your email address and create three security questions
- Agree to the online consent form
- Enter the security code sent to your email address
- Create a password

**To complete your NNAS Application, you will need to:**

- Complete **all** of the application fields on each screen
- Enter either a **Visa** or **MasterCard** credit card number to confirm your account. Debit cards are not accepted.



Once NNAS receives and confirms your application and payment, you will receive a welcome email with your permanent **NNAS ID number**. You will need this number to keep track of your application status and print all forms needed for your application. NNAS will inform you about the information and documents needed from you in order to complete your NNAS Advisory Report.

To *cancel* your NNAS application you need to:

- Ensure that the application is incomplete and not paid for.
- Select the “*Cancel Order*” link next to any incomplete order shown in your applicant account dashboard screen.



## **Step #2: Submit proof of identity documents**

You must submit **two** forms of identification **directly** to NNAS. They must be *notarized*, copies of original documents (*signed, dated, and stamped*) complete with your signature. **You must be with the notary at the time your original documents are copied and notarized as certified true copies.** NNAS does **not** accept original identity documents.

- **In Canada**, notarized copies must be prepared by **a notary public or a lawyer**.
- **Outside of Canada**, notarized copies must be prepared by **a government-approved official**.

They must apply their official signature and seal to each reviewed document, include their address and phone number and declare in a written statement that they have seen the original documents, made the copies, can certify that they are true copies, and confirm that they are not in any way related to the applicant.

**You** are responsible for all fees related to preparing your *notarized documents*. Copies of expired identification documents will **not** be accepted. **At least one form of identification must contain your photo and it must be current and not expired.**

**Acceptable forms of photo identification include:**

- **Passport**
- **Driver’s licence**
- **Other government-issued identification**

**Other acceptable forms of identification include:**

- **Birth certificate**
- **Legal name change affidavit**
- **Marriage certificate**
- **Divorce decree (Decree Absolute)**

If any of these original documents are written in a language other than English or French, they **must** be translated by a **certified translator** into either English or French. The translated documents **must** be sent to NNAS **directly from the translator**. You are responsible for any costs involved in the translation process.

Translations can be done in three ways:

- By an approved source agency (for example, a school or licensing authority)
- By a certified translator
- By NNAS (via CCFNS International Inc. at a cost of \$85.00 per page) All translated documents must include:
  - The translator's official stamp and/or identification number, address, phone number, and the date of translation.
  - A statement by the translator that it is a true representation of original document(s).
  - The printed name and original signature of the translator.

NNAS will **not** accept documents translated by either the applicant or anyone related to the applicant. All certified translations must be mailed to NNAS **directly from the translator**.

NNAS will confirm that all names on your identification documents match. If they do not, you will need to send additional documents to explain why.



### Step #3: Submit your Nursing Education Form

**Download and print** the form from your online account. Sign, date, and send your forms to each nursing or nursing-related post-secondary school you have attended outside of Canada. They **must** be completed by each school official and sent **directly from the school official** to NNAS by mail or courier, along with copies of your academic records/transcript documents, nursing program curriculum/course descriptions and/or course syllabi.

NNAS will **not** accept your Nursing Education Form if it is not sent directly from your school officials. You may **not** submit it yourself. The documents must be sent in an envelope with the organization's name, return address and seal/stamp.

If NNAS receives documents written in any language other than English or French, they will need to be translated. NNAS can translate them, at your request, for a fee.

NNAS will review all of your documents and compare them with information in the NNAS global database for verification. It is important to note that the quality and level of detail found in the documents your schools provide will affect your assessment. You are strongly encouraged to communicate to your schools that you require as much detail about your nursing education as possible.

**You** are responsible for any costs involved in this process.



### Step #4: Submit your Nursing Registration Form

Download and print this form from your online account. Print, sign, date and send this form to all nursing licensing authorities where you were ever licensed or registered outside of Canada. They must be completed by each authority and sent directly to NNAS by mail or courier.

NNAS will not accept your Nursing Registration Form if it is not sent directly from your registration authority. **You may not submit it yourself.**

If you have a diploma that allowed you to work as a nurse in your country, ask the school that issued the diploma to send an official copy (*but not the original*) of the diploma in its original language to NNAS.

If NNAS receives documents written in any language other than English or French, they will need to be translated. NNAS can translate them, at your request, for a fee.

NNAS will review these documents and compare them with information in the NNAS global database for verification. You may be notified if further information is required.

**You** are responsible for any costs involved in this process.





## Step #5: Submit your Nursing Practice/Employment Form

Download and print this form from your online account. Print, sign, date and send this form to all employers you have worked for in the past five years. The current year represents year one. They each must be completed by each employer and sent directly to NNAS directly from your employer by mail or courier. *You may **not** submit it yourself.*

*(NNAS will **not** accept your Nursing Practice/Employment Form if it is not sent directly from your employer.)*

If NNAS receives documents written in any language other than English or French, they will need to be translated. NNAS can translate them, at your request, for a fee.

NNAS will review these documents and notify you if further information is required.

*You* are responsible for any costs involved in this process.



## Step #6: Submit your Language Testing Results



As part of your NNAS application, you must *prove* that you can **listen, speak, read, and write in English or French** (depending on the province that you intend to work in).

If your first language is not English or French, you will need to complete language testing and have the results sent directly to NNAS from your approved language testing agency. You are required to meet minimum language test scores (as below). ~~The testing must be current, and the successful results must be no older than six months at the time you apply to NNAS.~~



## COVID-19 Modified Language Process

As a response to the COVID-19 pandemic, NNAS will temporarily issue Advisory Reports that include language test scores that meet all requirements and are current for at least 6 months following the release of your NNAS Advisory Report.

- *Modified August 10, 2020*

**If your first language is either English or French, you may not have to complete language testing, but you must meet the following criteria:**

- The **main language** where you live and work is English or French and your nursing education program of instruction was in English or French. Online and distance education programs are **not** accepted.
- 1. You can show evidence that you have safely practiced nursing **within the last two years** where services were provided and the **main language used was English or French.**

**Language testing can be conducted by and submitted from the following agencies:**

- IELTS – International English Language Testing System ([www.ielts.org](http://www.ielts.org)). The lowest acceptable scores are speaking 7, listening 7.5, reading 6.5, writing 7, overall 7 (Academic format).
- CELBAN – Canadian English Language Benchmark Assessment for Nurses ([www.celbancentre.ca](http://www.celbancentre.ca)). The lowest acceptable scores are speaking 8, listening 10, reading 8, writing 7.
- TEF – Test d'Évaluation de Français ([www.francais.cci-paris-idf.fr](http://www.francais.cci-paris-idf.fr)). The lowest acceptable scores are speaking 5, listening 5, reading 4, writing 4, vocabulary 4.





## Falsified Or Altered Documents

If NNAS discovers that any of your documents have been falsified or altered in any way, it will report these findings and send your Advisory Report with all documents submitted by you to the regulatory body you have designated.



## Third Party Authorization to Release Information

NNAS protects your privacy and will only ever discuss your application with you. If you wish for NNAS to discuss your file information with any other person, you must submit a ***Third Party Authorization form*** to designate that person. **You can find this form at the end of this handbook.**

The form must be sent to NNAS by mail or courier. It may be cancelled at any time by sending a letter to NNAS by mail or courier. NNAS only keeps one mailing address on file per application. All correspondence from NNAS will be sent to that one address.





## Fee Schedule

**All fees are in U.S. Dollars (USD - plus applicable taxes)**

### **Main Application Order - \$650**

The Main Application Order is the first NNAS application type you will need to purchase. You must select **one nursing group** and **one province** for the Advisory Report. It will be active for **up to 12 months** from the date the paid application is submitted. It expires if all required documents are not received by NNAS within that time.

If the Main Application Order expires, so will all additional service orders, no matter when they were submitted. You will need to reactivate your application by purchasing a Reactivation Order from [www.nnas.ca](http://www.nnas.ca) within 12 months of the expiry date. If you do not reactivate within 12 months of the expiry date, you will need to purchase a new Main Application Order for the full fee of \$650.

An Advisory Report can be re-issued to the same regulatory body for up to 2 years after the original submission. You are responsible for any costs involved in this process. Once the Advisory Report is issued, you will need to purchase a new Main Application Order for the full fee of \$650 to complete another Advisory Report for another provincial regulatory body or nursing group.

### **Advisory Report for another province - \$55**

If your Main Application Order has not been closed and you wish to purchase an Advisory Report for another province, you may purchase it at the discounted rate of \$55. It is known as an “incremental order”.

The Main Application Order closes when either the Advisory Report has been issued or the order expires after 12 months. Once it is closed, you will need to purchase an Advisory Report for another province for the full fee of \$650.

Select an additional province by choosing the “Add Province” link in your applicant account Dashboard screen. You will be charged for each additional province that you select.

### **Evaluation for a different nursing group (RN, LPN, RPN) - \$220**

If your Main Application Order has not been closed and you wish to purchase an additional evaluation for a different nursing group, you may purchase it at the discounted rate of \$220. It is also known as an “incremental order”.



The Main Application Order closes when either the Advisory Report has been issued or the order expires after 12 months. Once it is closed, you will need to purchase an Advisory Report for another province for the full fee of \$650.

Select an additional nursing group by choosing the “Add Nursing Group” link in your applicant account Dashboard screen. You will be charged for each additional nursing group that you select.

### **Evaluation for an expired Main Application - \$180**

If all required documents for your Advisory Report are not received and accepted by NNAS within 12 months of purchasing the Main Application Order, it will expire. You can re-activate a Main Application Order within 12 months of the expiry date. **This may only be done once.**

After that, you will need to purchase another Main Application Order and any additional Service Orders to complete the Advisory Report.

### **Portability of Advisory Reports**

Porting a report is essentially the sharing of an exact copy of your originally issued IEN report and supporting documents to another Regulatory Body for the remaining time that is available to the original Regulatory Body. You may port a report for up to a year after the original report was issued.

Please note: We advise IENs that it is possible that the original report may not be sufficient enough to meet the needs of the new Regulatory Body and NNAS suggests that you contact a Regularly Body before porting a report to them. The Regulatory Body may also request additional information directly from you or may require you to purchase a new application and pay the associated fee to proceed, if necessary.

### **Porting your report to an additional Regulatory Body - \$45**

If you wish to port your report to an additional Regulatory Body, you will have up to a year from the date your report is issued to do so, at the cost of \$45.

### **Porting your report to additional Regulatory Bodies - \$23 (for 24 hours)**

After you pay \$45 to port your report, you will have **24 hours** to port to any additional Regulatory bodies at a discounted cost of \$23 **per additional Regulatory Body**.

### **Porting your report to additional Regulatory Bodies after 24 hours have passed - \$45**

After the 24 hours has passed since you ported your first port to an additional Regulatory Body, the price goes back to \$45.

### **Document Translations by NNAS - \$85 per page**

If NNAS receives documents written in any language other than English or French, they will need to be translated. NNAS can translate them, at your request, for a fee of \$85 per page.

### **Appeals to NNAS (refundable if appeal is successful) - \$500**

You may submit an appeal through a written request to NNAS if you feel that there are elements of your evaluation that were misrepresented or under-evaluated. NNAS will review your case and send you a written response.

**Note: NNAS has a no refund policy. Once an order has been submitted and payment has been made, no refunds are issued.**

For more information about pricing, see the fee schedule on the **www.nnas.ca** website.



## Contact Information



### ONLINE

Go to [www.nnas.ca](http://www.nnas.ca) to:

- Apply for all NNAS services
- Check the status of your application
- Verify that your documents and language test scores have been received by NNAS
- Make changes to your contact information
- Access additional services

**NEVER** give out your password to anyone.



### MAIL

All required forms and documents from issuing authorities, Third Party Authorization Forms, identity documents and written correspondence can be mailed directly to NNAS at this address:

NNAS  
P.O. Box 8658  
Philadelphia, PA  
19101-8658  
USA

You or your authorized third party may also write to NNAS to ask questions about correspondence from NNAS and whether or not NNAS received your documents. You may also process an address change. Mail is also the only way to process a legal name change. This can only be done by you and you need to include legal documentation of your name change.



### COURIER

All required forms and documents from issuing authorities, Third Party Authorization Forms, identity documents and written correspondence can be sent by courier directly to NNAS at this address:

NNAS  
3600 Market Street, Suite 400  
Philadelphia, PA  
19101-2651  
USA





## EMAIL

To email NNAS, contact **support@nnas.ca**. All emails *must* be sent from the applicant's email address, for confidentiality purposes. Be sure to include your **NNAS ID number, application number and full name in every email.**

Through email, you or your *authorized third party* may ask questions about correspondence from NNAS and whether or not NNAS received your documents. You may also process an address change.



## PHONE

To receive an update on your application status, or for any other enquiries on your application, you may call NNAS Customer Care **toll-free at 1-855-977-1898** for help and assistance.

Be sure to have your NNAS ID number and application number ready. NNAS will not release information to anyone other than the applicant unless a signed *Third Party Authorization* Form has been received.

By phone, you or your *authorized third party* may ask questions about correspondence from NNAS and whether or not NNAS received your documents.

**(Please note: Customer Care is closed on weekends and statutory holidays.)**

# NNAS Communication Guidelines



Please review the below communication guidelines when communicating with NNAS.

Reason For Communication-	Who Can Initiate a Request? -	How should I contact NNAS? -	You will Need to -
Questions about whether NNAS received your documents.	Only you or your authorized third party.	Email us through NNAS Contact Support form on the website - <a href="http://www.nnas.ca/">http://www.nnas.ca/</a> write to us, or call us on 1-855-977-1898, or log into your NNAS applicant account.	Include your full name, NNAS ID number and application number.
Questions about correspondence from NNAS.	Only you or your authorized third party.	Email through NNAS Contact Us form at <a href="http://www.nnas.ca/">http://www.nnas.ca/</a> write us, or call our support team on 1-855-977-1898.	Include your full name, NNAS ID number, and application number.
Address change	Only you or your authorized third party.	Email through NNAS Contact Support form at <a href="http://www.nnas.ca/">http://www.nnas.ca/</a> write to us, or make changes via your online applicant account.	Include your full name, NNAS ID number and application number.
Legal name change.	Only you.	Write to NNAS and include legal documentation of name change.	Include your full name, NNAS ID number and application number.



## NNAS Third Party Authorization

**NOTICE:** By signing below you (1) allow NNAS Inc. and their service providers to disclose confidential, personal, private information about you and your file at NNAS to the person designated below; (2) release and indemnify NNAS, its members, service providers,

trustees, officers and employees from any liability for losses, damages or claims of any type arising out of actions taken by NNAS in reliance upon this Third Party Authorization to release information, hereafter known as "Authorization".

**This Authorization will remain valid from the date the Authorization is received by NNAS until such time as your file is transferred to the provincial regulatory body of application.**

**REVOCATION:** This Authorization can be revoked by submitting a new Third Party Authorization dated and signed after the initial authorization. In addition, you may revoke this Authorization in writing at any time, which will be effective on or after the 30th day after NNAS receives it, by regular mail or courier mail, at NNAS offices.

**AUTHORIZATION:** I authorize NNAS to release to the authorized third party indicated by me below, any information about me and my NNAS application or services, including the status of my NNAS application or service, and any other information relating to my file at NNAS. I understand that all postal mail and email will be sent to the authorized third party's mailing address and email address as indicated below. This authorization revokes any previous authorization submitted by me.

**1. Your NNAS ID number:** \_\_\_\_\_ **2. Your NNAS Application number:** \_\_\_\_\_

**3. Your birth date (dd/mm/yy format):** \_\_\_\_\_

**4. Your name, signature, and date**

Print your name: \_\_\_\_\_

Your signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Do not print) (dd/mm/yy format)

**5. Your authorized third party's information (Please print)**

Third party's contact name: \_\_\_\_\_  
First/Given Middle Last/Family name

Third party's organization name (if applicable): \_\_\_\_\_

Mailing address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Province/State: \_\_\_\_\_

Postal Code/Zip Code: \_\_\_\_\_ Country: \_\_\_\_\_

E-mail: \_\_\_\_\_

