

# Fair Registration Practices Report

## Human Resources Professionals (2019)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

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### 1. Qualitative Information

#### a) Requirements for registration, including acceptable alternatives

##### i. Describe any improvements / changes implemented in the last year.

No changes this year

##### ii. Describe the impact of the improvements / changes on applicants.

No changes this year

##### iii. Describe the impact of the improvements / changes on your organization.

No changes this year

#### b) Assessment of qualifications

##### i. Describe any improvements / changes implemented in the last year.

No changes this year

##### ii. Describe the impact of the improvements / changes on applicants.

No changes this year

##### iii. Describe the impact of the improvements / changes on your organization.

No changes this year

#### c) Provision of timely decisions, responses, and reasons

**i. Describe any improvements / changes implemented in the last year.**

HRPA experienced a surge in requests for appeals in 2019 due to a grandfathering deadline related to the experience requirement for the Certified Human Resources Leader (CHRL) designation. Under the grandfathering provision, registrants who had passed the required knowledge exam prior to 2016 were able to obtain the CHRL without needing to pass the newly introduced CHRL Employment Law Exam until November 30, 2018. Due to the additional exam requirement that applied post November 30, 2018, a higher than usual number of registrants who were unsuccessful in meeting the experience requirement by the grandfathering deadline appealed their results. In 2018, HRPA received 16 requests for an appeal. In 2019, the number of appeals filed was 75. The unprecedented number of appeals caused a backlog when it came to releasing decisions. To alleviate the backlog, HRPA engaged two decision writers between June 12 and October 31, 2019, who wrote a combined 25 decisions, which were then reviewed and approved by the panels of the Appeal Committee which had reviewed each appeal before being released.

**ii. Describe the impact of the improvements / changes on applicants.**

By hiring decision writers to assist with the unprecedented number of appeals in 2019, HRPA was able to adhere to the established timeline of releasing decisions of the Appeal Committee within 45 days of the panel review occurring in most cases. As a result, registrants were not subject to undue wait times for a decision regarding their request to appeal.

**iii. Describe the impact of the improvements / changes on your organization.**

By hiring decision writers to assist with the unprecedented number of appeals in 2019, HRPA was able to adhere to the established timeline of releasing decisions of the Appeal Committee within 45 days of the panel review occurring in most cases.

**d) Fees**

**i. Describe any improvements / changes implemented in the last year.**

HRPA's registration fees were raised an average of \$6.72 annually for new registrants within Ontario. For new registrants residing outside of Ontario the fees were raised an average of \$4.23 annually. The fees for new registrants residing outside of Ontario are slightly lower since they do not belong to a Chapter and won't be able to take advantage of Chapter offerings, such as events, etc. Overall, there are five membership categories (Practitioner, Allied Professional, CHRP, CHRL and CHRE member) plus a student registration category. While there is no separate category for IEPs, there is a separate price level they are eligible for in their first year of membership. For IEPs, the fees were raised from \$158.76 to \$160 for new registrants within Ontario and reduced for new registrants residing outside of Ontario from \$90.02 to \$90.

**ii. Describe the impact of the improvements / changes on applicants.**

New registrants joining HRPA had to pay a slightly higher fee to sign up for their initial registration, with the exception of registrants residing outside of Ontario qualifying for the IEP rate, whose dues were reduced slightly by \$0.02.

**iii. Describe the impact of the improvements / changes on your organization.**

The raise in registration fees did not have a significant impact on HRPA.

**e) Timelines**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**f) Policies, procedures and/or processes, including by-laws**

**i. Describe any improvements / changes implemented in the last year.**

HRPA conducted an in-depth review of our policies for Reduced Dues, the Disability Assistance Program (DAP) and Retired Status in 2019 to ensure that they are fair and transparent for all. As a result of the review, we have developed a comprehensive Renewal Dues Assistance Program that incorporates the three separate policies that were in place before, but also provides additional grounds for seeking assistance.

The most important changes are:

- A proportional system was developed, meaning that dues will be adjusted depending on the nature of the request.
- There is no longer a limit regarding how many consecutive years a registrant can apply for assistance regarding their dues. Previously, registrants could only qualify for assistance regarding their dues twice in a five (5) year timeframe. Now, registrants can apply for assistance as needed.
- Situations that weren't covered by the previous policies, such as contract work, supporting other family members or attending school part-time while working, have now been included.
- Registrants applying for retired status are now permitted to work a maximum of 15 hours a week in a non-HR capacity.

Additionally, HRP also made the following changes to its By-laws:

- The Terms of Reference for all Standing and Statutory Regulatory Committees were added to the By-laws as Schedule 5.
- For all statutory and standing regulatory committees the maximum time that a member can sit on each committee has been extended from two terms (6 years) to three terms (9 years) to allow for better retention of expertise and succession planning.
- For the following statutory and standing regulatory committees, committee membership has been opened up to allow designated CHRP members to serve on these committees to align with HRP's three designation framework: Appeal Committee, Capacity Committee, Complaints Committee, Continuing Professional Development Committee, Discipline Committee, Registration Committee, Review Committee
- For the Academic Standards Committee – Degree and the Academic Standards Committee – Diploma, the requirement that all committee members must be HRP members in good standing has been removed because it has proven difficult to recruit a sufficient number of committee members with the necessary academic background and skills for these committees from within HRP's membership.
- For the CHRL Exam Validation Committee and the CHRP Exam Validation Committee the committee size was expanded from twelve to fifteen members due to increased workload.
- The reference to the Job Ready Program being exemptible by the Registrar based on work experience in s. 10.03 was removed. Originally, the Job Ready Program was envisioned to focus primarily on entry-

to-practice, which would not have been relevant for experienced practitioners. When the Job Ready Program was developed it morphed into four online modules and required readings that center on professionalism and ethics. As such, the exemption was never enabled, and the provision has become redundant.

**ii. Describe the impact of the improvements / changes on applicants.**

The Renewal Dues Assistance Program is a more comprehensive policy and provides HRPAs with more opportunities to provide financial assistance in the form of dues reductions for registrants in challenging life situations, including leave of absences, illness, disability, underemployment, family responsibilities and retirement.

The By-law changes increased transparency by making the Terms of Reference for Standing and Statutory Regulatory Committees public. They also allow for greater retention of expertise and broader representation by opening most committees up for CHRPs to join. Furthermore, removing the reference to the Job Ready Program being exemptible clarifies the current process and expectations for obtaining the CHRPA designation.

**iii. Describe the impact of the improvements / changes on your organization.**

The Renewal Dues Assistance Program is a more comprehensive policy and provides HRPAs with more opportunities to provide financial assistance in the form of dues reductions for registrants in challenging life situations, including leave of absences, illness, disability, underemployment, family responsibilities and retirement.

The By-law changes increased transparency by making the Terms of Reference for Standing and Statutory Regulatory Committees public. They also allow for greater retention of expertise and broader representation by opening most committees up for CHRPs to join. Furthermore, removing the reference to the Job Ready Program being exemptible clarifies the current process and expectations for obtaining the CHRPA designation.

**g) Resources for applicants**

**i. Describe any improvements / changes implemented in the last year.**

In 2019, HRPAs updated its Member and Student Registration section of the website by reorganizing content and renaming certain sites to make information more easily accessible for registrants. Specifically:

- a) The Membership section was renamed Member and Student Registration
- b) the Join Now page was renamed Become a Registrant and the content was updated and reordered
- c) A new section for HRPAs's Renewal Dues Assistance Program and Retirement was created
- d) A new section for Resignation and Reactivating a Lapsed Designation was created

Additionally, HRPAs updated its Designation Timetable handout to better reflect current requirements for the Certified Human Resources Professional (CHRP) and the Certified Human Resources Executive (CHRE) designations, as well as the current and upcoming requirements for the Certified Human Resources Leader (CHRL) designation. Important information about how each requirement can be met was also added to the handout.

Lastly, HRPAs also conducted a refresh of its continuing professional development (CPD) requirement. No actual changes were made to the requirement, but the CPD Guide was updated to provide better guidance and clarification regarding the CPD requirement and what activities can qualify for CPD hours.

**ii. Describe the impact of the improvements / changes on applicants.**

Information regarding how to join, ask for financial assistance with the renewal dues, resign and rejoin is better organized and easier to find. Furthermore, the updated handout makes it easier for individuals considering joining or

registrants at the start of the process to obtain a designation to gain a quick overview of the applicable designation requirements, as well as introductory information about how the requirements can be met. Similarly, designated registrants now benefit from clearer and more detailed information regarding the CPD requirement and how to meet it.

**iii. Describe the impact of the improvements / changes on your organization.**

Information regarding how to join, ask for financial assistance with the renewal dues, resign and rejoin is better organized and easier to find. Furthermore, the updated handout makes it easier for staff to guide individuals who are considering joining or registrants at the start of the process in how to obtain a designation to gain a quick overview of the applicable designation requirements, as well as introductory information about how the requirements can be met. Similarly, designated registrants now benefit from clearer and more detailed information regarding the CPD requirement and how to meet it, meaning less questions are being brought forward to staff for assistance and clarification.

**h) Review or appeal processes**

**i. Describe any improvements / changes implemented in the last year.**

HRPA experienced a surge in requests for appeals in 2019 due to a grandfathering deadline related to the experience requirement for the Certified Human Resources Leader (CHRL) designation. Under the grandfathering provision, registrants who had passed the required knowledge exam prior to 2016 were able to obtain the CHRL without needing to pass the newly introduced CHRL Employment Law Exam until November 30, 2018. Due to the additional exam requirement that applied post November 30, 2018, a higher than usual number of registrants who were unsuccessful in meeting the experience requirement by the grandfathering deadline appealed their results. In 2018, HRPA received 16 requests for an appeal. In 2019, the number of appeals filed was 75. The unprecedented number of appeals caused a backlog when it came to releasing decisions. To alleviate the backlog, HRPA engaged two decision writers between June 12 and October 31, 2019, who wrote a combined 25 decisions, which were then reviewed and approved by the panels of the Appeal Committee which had reviewed each appeal before being released.

**ii. Describe the impact of the improvements / changes on applicants.**

By hiring decision writers to assist with the unprecedented number of appeals in 2019, HRPA was able to adhere to the established timeline of releasing decisions of the Appeal Committee within 45 days of the panel review occurring in most cases. As a result, registrants were not subject to undue wait times for a decision regarding their request to appeal.

**iii. Describe the impact of the improvements / changes on your organization.**

By hiring decision writers to assist with the unprecedented number of appeals in 2019, HRPA was able to adhere to the established timeline of releasing decisions of the Appeal Committee within 45 days of the panel review occurring in most cases.

**i) Access to applicant records**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**j) Training and resources for registration staff, Council, and committee members**

**i. Describe any improvements / changes implemented in the last year.**

For a few years now, HRPAs has hosted an annual development event and reception for members of HRPAs statutory and standing regulatory committees. This year the event was scheduled to coincide with a Board of Directors meeting and included a joint session with HRPAs Board members.

This year the presenter was Rebecca Durcan, HRPAs regulatory counsel. Rebecca's presentation was on the topic *Trends in Professional Regulation*. The presentation identified six trends in professional regulation of relevance to HRPAs:

- Governance
- Regulatory oversight
- Board oversight of Committees
- Transparency
- Costs and Fines
- Policy Development

The Office of the Registrar also conducted a lunch-and-learn session for HRPAs staff titled '*Implementing Risk-Based Regulation at HRPAs*.' The session reviewed the basics of risk-based regulation and what it means to be a 'risk-based regulator'. The same training was also provided to the Registration Committee during a business meeting.

Furthermore, staff members supporting the Registration Committee, Complaints Committee, Discipline Committee, Capacity Committee, Review Committee and Appeals Committee, as well as the Associate Registrar and Manager, Regulatory Operations, participated in a training session lead by Lonny Rosen, of Rosen Sunshine LLC. The purpose of this session was to highlight and further explore those 'grey areas' that staff inevitably face when supporting committees, and to reiterate the roles of all involved.

**ii. Describe the impact of the improvements / changes on applicants.**

Staff members as well as members of HRPAs statutory and standing regulatory committees and HRPAs Board members now have a better understanding about current trends in professional regulation and how they may impact HRPAs, and by extension applicants and registrants. Furthermore, HRPAs staff is up-to-date with respect to HRPAs intention to implement risk-based regulation, what is involved, the purpose and the next steps. Additionally, staff members supporting the Registration Committee, Complaints Committee, Discipline Committee, Capacity Committee, Review Committee and Appeals Committee were able to ask questions about process issues that have come up and obtain clarification regarding best practices.

**iii. Describe the impact of the improvements / changes on your organization.**

Staff members as well as members of HRPAs statutory and standing regulatory committees and HRPAs Board members now have a better understanding about current trends in professional regulation and how they may impact HRPAs, and by extension applicants and registrants. Furthermore, HRPAs staff is up-to-date with respect to HRPAs intention to implement risk-based regulation, what is involved, the purpose and the next steps. Additionally, staff members supporting the Registration Committee, Complaints Committee, Discipline Committee, Capacity Committee, Review Committee and Appeals Committee were able to ask questions about process issues that have

come up and obtain clarification regarding best practices.

## **k) Mutual recognition agreements**

### **i. Describe any improvements / changes implemented in the last year.**

The requirements and standards for any of the designations granted by HRP A are the same regardless of the candidate's jurisdiction of origin and HRP A will recognize equivalent designations where mutual recognition is mandated by applicable inter-provincial labour mobility agreements. In all other cases, candidates must meet all the requirements and standards for the designation for which they are applying.

While HRP A does not recognize the CPHR as equivalent to the Certified Human Resources Professional (CHRP) or the Certified Human Resources Leader (CHRL) designation, HRP A will accept certain requirements that have been met in another province as equivalent to the requirements in place for the CHRP or the CHRL designation. A change was made to that equivalency in 2019. As of 2019, registrants who passed the NKE in another province can have their exam results recognized as meeting both the Comprehensive Knowledge Exam 1 (CKE 1) requirement for the CHRP designation, as well as the coursework requirement for the CHRP designation. Prior to 2019, only NKEs completed before December 31, 2016 were considered equivalent.

### **ii. Describe the impact of the improvements / changes on applicants.**

Applicants who have a valid NKE completed in another province can now use the NKE to meet the exam and the coursework requirement for the CHRP, whereas before only NKEs completed prior to December 31, 2016 qualified.

### **iii. Describe the impact of the improvements / changes on your organization.**

HRP A will now recognize a valid NKE completed in another province as equivalent to the exam and coursework requirement for the CHRP.

## **l) Other (include as many items as applicable)**

### **i. Describe any improvements / changes implemented in the last year.**

No changes this year

### **ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

### **iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

### **Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year**

No changes this year

### a) Languages

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	No

**Other (please specify)**

**Additional comments:**

HRPA publishes the Rules of Procedure for the Discipline Committee, the Capacity Committee, the Appeal Committee and the Registration Committee in French on its website.

No other documents are available in French, but there is a staff member who can answer inquiries in French and other French services can be made available upon request, such as a French version of HRPAs exams for the Certified Human Resources Professional (CHRP) designation and the Certified Human Resources Leader (CHRL) designation.

### b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	311
Female	1490
None of the above	14

**Additional comments:**

HRPA does not collect data with respect to gender for applicants for registration and as such does not have data for all applicants who applied for registration in 2019.

For the purpose of this section, applicants are defined as members or student registrants who registered to write either the Comprehensive Knowledge Exam 1 (CKE 1) or the Comprehensive Knowledge Exam 2 (CKE 2) or CHRP/CHRL Employment Law Exam in 2019 as part of the process to obtain either the Certified Human Resources Professional (CHRP) or the Certified Human Resources Leader (CHRL) designation. For applicants registering to write one of the exams in 2019 the registration process did request demographic data such as gender and as such we have data regarding gender for all of the members and student registrants who wrote CKE 1, CKE 2 or the CHRP/CHRL Employment Law Exam in 2019.

There were 14 members or students who did not indicate their gender and they are reflected as 'none of the above' in the table above.

### c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	0
Female	0
None of the above	0

**Additional comments:**

Members or student registrants are not asked as part of the registration process to identify their gender. As



such, this data is not available for members or student registrants.

**d) Jurisdiction where applicants obtained their initial education**

Indicate the number of applicants by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Afghanistan 1		
			Australia 11		
			Bangladesh 4		
			Belgium 1		
			Bermuda 1		
			Brazil 4		
			Burundi 1		
			Chile 1		
			China 6		
			Colombia 2		
			Congo, The Democratic Republic 1		
			Cuba 1		
			Ecuador 2		
			Egypt 6		
			Finland 1		
			France 5		
			Georgia 1		
			Germany 1		
			Ghana 3		
1897	57	34	Honduras 1	47	2446
			Hong Kong 3		
			India 201		
			Iran 2		
			Iraq 1		
			Ireland 1		
			Jamaica 3		
			Korea, Republic Of 1		
			Kuwait 1		
			Lebanon 1		
			Malaysia 1		
			Mexico 4		
			Moldova, Republic Of 1		
			Nepal 1		
			Netherlands 1		
			New Zealand 1		
			Nigeria 30		
			Pakistan 19		
			Philippines 2		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Poland 1		
			Qatar 2		
			Romania 2		
			Russia 1		
			S Arabia 2		
			Singapore 1		
			S. Africa 6		
			Spain 1		
			Sri Lanka 1		
			Trinidad 5		
			United Arab Emirates 14		
			U.K. 42		
			Venezuela 3		
			Viet Nam 1		
			Zimbabwe 1		
			Total 411		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

In 2017, HRP A updated its application form for initial registration with HRP A to include a question regarding where an applicant obtained the majority of their HR training. Because there are no training or educational requirements for registration with HRP A and because it is possible to be certified by HRP A without any discipline-specific training, this is not information that was previously required for registration. Applicants who indicated that they have not yet obtained any HR training are listed under the 'unknown' in the table above.

The data above includes all applicants who applied for registration with HRP A in 2019, including those applying for membership and those applying for student registration.

**e) Jurisdiction where applicants who became registered members obtained their initial education**

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Afghanistan 1		
			Australia 11		
			Bangladesh 4		
1687	54	32	Belgium 1	44	2204
			Bermuda 1		
			Brazil 3		
			Burundi 1		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Chile 1		
			China 3		
			Colombia 1		
			Cuba 1		
			Ecuador 2		
			Egypt 5		
			Finland 1		
			France 4		
			Georgia 1		
			Germany 1		
			Ghana 3		
			Honduras 1		
			Hong Kong 3		
			India 193		
			Iran 2		
			Iraq 1		
			Ireland 1		
			Jamaica 3		
			Korea, Republic Of 1		
			Kuwait 1		
			Lebanon 1		
			Malaysia 1		
			Mexico 4		
			Moldova, Republic Of 1		
			Nepal 1		
			Netherlands 1		
			New Zealand 1		
			Nigeria 29		
			Pakistan 16		
			Poland 1		
			Qatar 2		
			Romania 2		
			S Arabia 1		
			Singapore 1		
			S. Africa 6		
			Spain 1		
			Sri Lanka 1		
			Trinidad 5		
			United Arab Emirates 14		
			U.K. 42		
			Venezuela 3		
			Viet Nam 1		
			Zimbabwe 1		
			Total 387		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

In 2017 HRP A updated its application form for initial registration with HRP A to include a question regarding where an applicant obtained the majority of their HR training. Because there are no training or educational requirements for registration with HRP A and because it is possible to be certified by HRP A without any discipline-specific training, this is not information that was previously required for registration. Applicants who indicated that they have not yet obtained any HR training are listed under the 'unknown' in the table above.

Since students are not members of HRP A in accordance with the Registered Human Resources Professionals Act, 2013, they have not been included in the data set above.

**f) Jurisdiction where members were initially trained**

Indicate the total number of registered members by jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Afghanistan 1		
			Armenia 2		
			Australia 34		
			Austria 1		
			Bahamas 2		
			Bangladesh 11		
			Barbados 1		
			Belarus 1		
			Belgium 1		
			Bermuda 2		
			Bosnia And Herzegovina 1		
			Brazil 15		
21052	444	106	Burkina Faso 1	102	22873
			Burundi 1		
			Chile 1		
			China 19		
			Colombia 7		
			Cuba 1		
			Dominican Republic 2		
			Dominica 1		
			Ecuador 3		
			Egypt 13		
			Ethiopia 1		
			Fiji 1		
			Finland 1		
			France 21		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Georgia 1		
			Germany 4		
			Ghana 3		
			Greece 1		
			Guatemala 1		
			Guyana 3		
			Honduras 1		
			Hong Kong 14		
			Hungary 3		
			India 451		
			Iran 3		
			Iraq 1		
			Ireland 6		
			Israel 1		
			Italy 1		
			Jamaica 21		
			Japan 1		
			Jordan 4		
			Korea, Republic Of 2		
			Kuwait 3		
			Lebanon 4		
			Macedonia, The Former Yugoslav 1		
			Malaysia 1		
			Mauritius 4		
			Mexico 10		
			Moldova, Republic Of 1		
			Morocco 1		
			Nepal 2		
			Netherlands 2		
			New Zealand 1		
			Nigeria 73		
			Oman 2		
			Pakistan 62		
			Peru 1		
			Philippines 20		
			Poland 6		
			Portugal 1		
			Qatar 4		
			Romania 5		
			Russia 4		
			S Arabia 5		
			Scotland 2		
			Senegal 1		
			Singapore 6		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			S. Africa 25		
			Spain 3		
			Korea 2		
			Sri Lanka 5		
			Sweden 1		
			Switzerland 1		
			Syrian Arab Republic 1		
			Thailand 1		
			Togo 1		
			Trinidad 11		
			Turkey 3		
			U.K. 162		
			Ukraine 4		
			United Arab Emirates 47		
			Venezuela 8		
			Viet Nam 4		
			Zimbabwe 1		
			Total 1169		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

In 2017 HRP A updated its renewal form for registration with HRP A to include a question regarding where a member obtained the majority of their HR training. Because there are no training or educational requirements for registration with HRP A and because it is possible to be certified by HRP A without any disciplinespecific training, this is not information that was previously required for registration. Applicants who indicated that they have not yet obtained any HR training or who did not indicate the country where they receive their education are included under the 'unknown' in the table above.

Since students are not members of HRP A in accordance with the Registered Human Resources Professionals Act, 2013, they have not been included in the data set above.

**g) Applications processed**

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>New applications received</b>	1454	12	3	87	2	<b>1558</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	0	0	0	0	0	<b>0</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who became FULLY registered members</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	0	0	0	0	0	<b>0</b>

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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<sup>1</sup> An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

**Additional comments:**

HRPA grants three designations as shown below.

1. Certified Human Resources Professional (CHRP)
2. Certified Human Resources Leader (CHRL)
3. Certified Human Resources Executive (CHRE)

Different requirements apply to each designation.

In 2017 HRPA updated its initial registration and renewal form to include a question regarding where a registrant obtained the majority of their HR training. Because there are no training or educational requirements for registration with HRPA and because it is possible to be certified by HRPA without any discipline specific training, this is not information that was previously required for registration. Unfortunately, even though the question is designed to be mandatory due to system issues the data was not collected for all registrants who applied for and were granted either the Certified Human Resources Professional (CHRP), Certified Human Resources Leader (CHRL) or the Certified Human Resources Executive (CHRE) designation. Those applicants who applied for and were granted one of the designations in 2019 but for whom the data was not collected are listed under 'unknown' in the table above.

There are a number of factors which make the remainder of table above difficult to complete:

1. At HRPA, individuals can become registrants without pursuing certification.
2. HRPA offers three designations, each with their own requirements.
3. Individuals pursuing certification with HRPA do not have to declare that they are pursuing certification. For applicants pursuing the CHRP or the CHRL they usually don't declare that they are pursuing certification until they decide to write either the Comprehensive Knowledge Exam 1 (CKE 1) or the Comprehensive Knowledge Exam 2 (CKE 2). Also, there is no mechanism in place whereby individuals who have written the exam need to reconfirm whether they are still actively pursuing the designation.
4. Exam results are valid for 10 years. This means applicants have 10 years in which to complete other outstanding requirements (such as the experience requirements for the CHRL). Applicants can go 'dormant' for 10 years.
5. The experience requirement has a duration of three years. Even applicants who are actively engaged in pursuing the CHRL designation would not necessarily have any reason to have contact with HRPA in regards to their pursuit of the designation for long periods of time.
6. Applicants who meet all of the requirements for the CHRP or the CHRL designations are automatically certified (they are already members). It is not possible for applicants who have met all requirements for the CHRP or the CHRL not to be certified.
7. For the CHRE, the process starts with an online self-assessment. The results are valid indefinitely so it can be difficult to determine at any given time if applicants are still actively pursuing the designation.
8. Up until December 1, 2018 membership was not required to pursue the CHRE until the applicant had passed all the steps of the application process. Membership was only required once an applicant had qualified but before the designation could be granted. As of December 1, 2018, membership is now required before a written application for the CHRE can be submitted.
9. HRPA does not have alternative classes of license or certification.

**h) Classes of certificate/license**



Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	Certified Human Resources Professional (CHRP)	<p style="text-align: center;"><b>Description (a)</b></p> <p>The Certified Human Resources Professional (CHRP) is the entry level designation. Human Resources professionals at entry level act in roles that are mostly administrative in nature, such as a contributing role in a larger HR function, or a sole HR practitioner in a small HR function. Individuals at this level would have responsibilities such as supporting HR initiatives, executing tasks passed down from management, and operating at the tactical and transactional levels. They often have titles such as Human Resources Assistant, Staffing Coordinator, Human Resources Clerk, or Human Resources Coordinator.</p> <p>In 2019, to obtain the CHRP applicants had to meet the following requirements:</p> <ul style="list-style-type: none"> <li>• Active HRPA registration in good standing</li> <li>• Successful completion of the coursework requirement</li> <li>• Successful completion of either Comprehensive Knowledge Exam 1 or Comprehensive Knowledge Exam 2               <ul style="list-style-type: none"> <li>• Successful completion of either the CHRP Employment Law exam (Jurisprudence 1) or the CHRL Employment Law exam (Jurisprudence 2)                   <ul style="list-style-type: none"> <li>• Successful completion of the Job Ready Program</li> </ul> </li> </ul> </li> </ul> <p>Once applicants have been granted the CHRP designation, the requirements for maintaining the designation are as follows:</p> <ul style="list-style-type: none"> <li>• Maintain active registration in good standing with HRPA annually               <ul style="list-style-type: none"> <li>• Meet the ongoing continuing professional development (CPD) requirement</li> </ul> </li> </ul>
b)	Certified Human Resources Leader (CHRL)	<p style="text-align: center;"><b>Description (b)</b></p> <p>The Certified Human Resources Leader (CHRL) is the professional level designation. Individuals at this level have responsibilities such as, but not limited to, managing projects, programs, and initiatives; implementing plans passed down by senior management; and delegating tasks to entry-level staff. In professional matters, individuals at this level can act</p>

independently. Individuals at this level will often have position titles such as Director of HR, Human Resources Manager, Human Resources Generalist, and Human Resources Specialist.

In 2019, to obtain the CHRL applicants had to meet the following requirements:

- Active HRPA registration in good standing
- Successful completion of the coursework requirement
- Successful completion of the Comprehensive Knowledge Exam 2 (CKE 2)
- Successful completion of the CHRL Employment Law exam (Jurisprudence 2)
  - Successful completion of the experience requirement
  - Proof of having met the degree requirement

Once applicants have been granted the CHRL designation, the requirements for maintaining the CHRL are as follows:

- Maintain active registration in good standing with HRPA annually
- Meet the ongoing continuing professional development (CPD) requirement

**Description (c)**

The CHRE is the executive level designation. HR professionals at the executive level can be found in either specialist or generalist positions but with a high level of experience and responsibility such as leading the HR function in large organizations, developing and executing significant HR projects, working with Board or HR Committees, dealing with executive compensation, and having responsibility for HR strategies in support of long-term organizational goals. Typical position titles will be Senior/Executive/Vice, President HR or CHRO.

In 2019, to obtain the CHRE applicants had to meet the following requirements:

- Successful completion of the prescribed online self-assessment
- Successful completion of the prescribed written application
  - HRPA membership in good standing

Members with the CHRE designation must maintain

**c)** Certified Human Resources Executive (CHRE)

their membership with HRPAs and must meet the ongoing continuing professional development (CPD) requirement in order to maintain their designation.

**Additional comments:**

HR is not a licensed profession in Ontario. While HRPAs offers three levels of designations, HR professionals are not required to hold a designation to practice HR in Ontario. Holding a designation is also not a requirement for registering with HRPAs. Applicants can register with HRPAs without holding or pursuing a designation. Both registration with HRPAs as well as the pursuit of one of the designations is completely voluntary.

**i) Reviews and appeals processed**

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	18	4	0	1	1	24
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

**Additional comments:**

New applicants for registration are referred to the Registration Committee only if they answered yes to one of the good character questions on their registration application. If they answered yes, a staff member from the Office of the Registrar contacts the applicant to request further information and clarification for review by the Registration Committee. Since signing up for registration does not require any training in the profession, where a registrant obtained their profession-specific training is not grounds for referral to the Registration Committee.

**j) Paid staff**

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to

1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

<b>Category</b>	<b>Staff</b>
<b>Total staff employed by the regulatory body</b>	53.5
<b>Staff involved in appeals process</b>	2
<b>Staff involved in registration process</b>	2

**Additional comments:**

The Appeal Committee is supported by a staff member from the Office of the Registrar who functions as the liaison between the Appeal Committee, the Appellant and HRP. The Registrar or a delegate represent HRP during the process. The Registration Committee is supported by a staff member from the Office of the Registrar who functions as the liaison between the Registration Committee and the applicant. The Registrar or a delegate may provide an opinion to the Registration Committee regarding the possible admission of the applicant, including whether admission should be denied, granted or granted but with limitations.

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### 3. Submission

**I hereby certify that:**

**Name of individual with authority to sign on behalf of the organization:**

Mara Berger

**Title:**

Associate Registrar

**Date:**

2020/02/28

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