



Registrar's Report for Q4 and 2016 Annual Wrap-up

November 30, 2016

Trends and issues

The highlights for 2016 were:

- Amending the By-laws to bring them in line with the *Registered Human Resources Professionals Act, 2013*
- Successful introduction of CHRP and CHRL Employment Law Exams
- Successful introduction of Job Ready Program as part of the CHRP certification process
- An assessment report from the Office of the Fairness Commissioner which made no recommendations and pointed out many commendable registration practices

On the other hand, HRPAs continues to deal with 'new to regulation' issues. These issues are common to professions which are new to regulation. For instance, although compliance with the Continuing Professional Development requirement remains high at 94.1%, compliance with other requirements set out in the *Act* and By-laws remains low:

- compliance with the professional liability insurance requirement is at 63.3%,
- compliance with the bankruptcy notification requirement is 4.3%
- compliance rate with the requirement to resign to terminate registration with HRPAs is at 28.3%
- failure to maintain up-to-date contact information as required by by-law (difficult to estimate the compliance rate because email bounce-backs and returned letters are difficult to track)

The following root causes have been identified for the low compliance rates:

2. HRPAs registrants do not appreciate HRPAs mandate as a professional regulatory body
3. Registrants do not take HRPAs regulatory mandate seriously
4. Registrants do not understand their obligations as regulated professionals

How are we going to tackle the issue?

- At this point in the game, we need to start with the basics. HRPAs registrants need to understand HRPAs mandate as a public protector and regulator of the profession and registrants need to understand their duties and obligations as registrants of a professional regulatory body.
 - Continue webinar series on mandate, obligations, etc.

- Include inserts with letters to registrants (i.e. Registrar’s Handbook, Guide to Resignation, Suspension and Revocation)
- Handouts at Annual Conference (i.e. Regulatory Affairs newsletter)

2016 Regulatory activity by the numbers

Activity	Count
Participants in OOTR webinars	5313
Certificates issued	2894
Number of exams administered	2545
Continuing Professional Development (CPD) logs processed	2371
Revocations for non-payment of dues	1980
Resignations processed	780
Applications referred to Experience Assessment Committee	457
Candidates completing Job Ready program	324
Number of courses reviewed by the Academic Standards Committee	175
Number of CPD logs audited by CPD Committee	75
Designation revocations due to CPD non-compliance	64
Referrals to CHRE Review Committee	51
Referrals to Appeal Committee	15
Referrals to Registration Committee	10
Referrals to Complaints Committee	9
Regulatory Newsletter issued	4
Referrals to Discipline Committee	2
Referrals to Review Committee	2
Referrals to Capacity Committee	0

2016 Strategy professional regulation tracking indicators

	2015	2016				2016
	Total	Q1	Q2	Q3	Q4	Total
Number of complaints filed	5	0	2	3	4	9
Number of complaints closed	5	1	1	3	2	7
Average time to dispose of complaint(s) (days)	125	113	151	103	100	116

Benchmarking report on the number of complaints and the time taken to dispose of complaints

Report on the number of complaints was completed. Thirty-four of thirty-five professional regulatory bodies currently operating in Ontario responded to our request for information. The median number

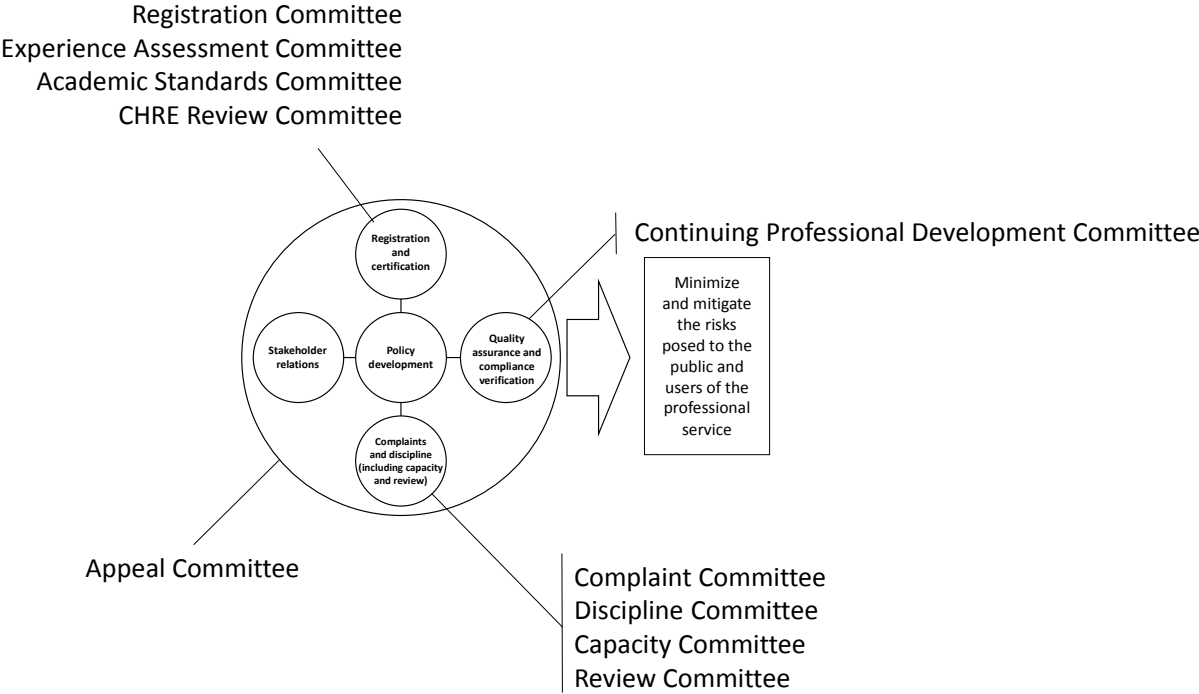
of complaints per 1000 registrants for non-health professions was 3.59, and the median number of complaints per 1000 registrants for professions that do not have a separate member association was 3.59.

At a rate of 3.59 per 1000, HRPAs would have received 82 complaints in 2016.

The number of complaints per 1000 registrants at HRPAs in 2016 was .29. In 2015, the number of complaints per 1000 registrants at HRPAs was .23. Although this represents an increase in the number of complaints, HRPAs are still the professional regulatory body with the fewest complaints per 1000 registrants in Ontario.

The average number of days needed to dispose of complaints in Q4 was 100, which is well under the 150 day target. For all of 2016, the average number of days needed to dispose of complaints was 116 days, which is also well under the 150 day target.

Function-by-function Q4 review with annual wrap-up



Gold Standard implementation plan

In 2016, the emphasis was in getting our By-laws up to speed with the *Registered Human Resources Professionals Act, 2013*. There were two sets of By-law amendments—the first which was approved at the May 18, 2016 Board meeting, and the second which was approved at the September 21, 2016 Board meeting. Together, the following changes were made:

- Enabling the implementation of the bankruptcy and insolvency sections of the Act
- Registration of firms
- Changes to make By-laws consistent with Ontario Regulation 55/16
- Publication of information in regards to discipline and review proceedings
- Amendment to appeal proceeding to allow for disposition without a hearing in some cases
- Amendments to the governance complaints process
- Amalgamation of Practitioner and General member categories
- Consequential amendments to register
- Updated terms of reference for regulatory decision making and adjudicative committees
- Clean-up of HRP Code of Conduct for Board Directors, Committee Members, and Officers
- Regulatory Newsletter
- Re-ordering the By-laws to follow the same order as the Act
- Eliminating redundancies between the Act and By-laws
- Amendments to the mandatory self-reporting obligations
- By-law enabling practice inspections
- Clarifications to the professional liability insurance by-law
- Continuing Professional Development by-law

Ontario Regulation 55/16

- Ontario Regulation 55/16 came into force on July 1, 2016. This Regulation sets out the list of protected titles and initials under the Act and now includes the Certified Human Resources Leader (CHRL) and the Certified Human Resources Executive (CHRE). The requisite changes have been made to the By-laws to make them consistent with the Regulation.

Human Rights Tribunal complaint dismissed

- A member who had been the subject of a discipline proceeding and a capacity proceeding had filed a complaint against HRP and Rebecca Durcan as HRP legal counsel with the Human Rights Tribunal of Ontario. The allegation was that HRP and Rebecca Durcan had discriminated against the complainant based on her disability and her marital status. In its response to the allegation, HRP filed for a summary dismissal of the case citing (1) that there were basis for the allegation, and that (2) the Tribunal did not have jurisdiction to hear the case pursuant to section 66 of our *Act*.

Section 66 of our *Act* states:

66. No action or other proceeding may be instituted against the Association, the Board or any committee, any member or former member of the Association, of the Board or of a committee, or any officer, employee or agent of the Association or of the Board for any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty of the Association under this Act or for any alleged neglect or default in the exercise or performance in good faith of such power or duty.

The HRTO decided to hold a preliminary hearing (1) to determine whether the Tribunal had jurisdiction to deal with the allegations, and (2) if the Tribunal did have jurisdiction to deal with

the allegations, whether the Application should be dismissed on the grounds that it had no reasonable prospect of success.

A preliminary hearing was held on November 18, 2016.

In a decision dated December 13, 2016, the HRTO adjudicator made the decision to dismiss the case against HRPAs and Rebecca Durcan. The HRTO adjudicator cited sections 65 and 66 of our *Act*. As a result of section 66, the applicant would have to have shown that HRPAs had acted in bad faith—no such evidence was proffered. In addition, under section 65, the applicant would not be able to put forward any evidence that was produced for the purpose of the HRPAs proceedings.

The HRTO adjudicator dismissed the case on two grounds: (1) the case could not proceed because of provisions of our *Act*, and (2) even if it could proceed, the application had no reasonable prospect of success.

This was the first test of these provisions in our *Act*.

Public register update

- The public register now reflects the ‘new’ designations. Also, the Register was redesigned to make information about disciplinary history more accessible.

HRPA Regulatory Framework document

- The OOTR updated the *HRPA Regulatory Framework* document. This document was originally drafted in 2011 but had been removed from the HRPAs in 2014 website because so many parts of it had fallen out of date.

Sixteen questions relating to the Board oversight of regulatory decision making and adjudicative committees

- The OOTR developed a set of sixteen questions the answers to which would provide the Board with all the information needed to satisfy the Board that the regulatory decision making and adjudicative committees are performing as required.

Initial registration and renewal application forms

- The initial registration and renewal application forms were thoroughly updated to capture new information in 2017.

Training modules for members of regulatory decision making and adjudicative committees updated

The first two modules which are required of all regulatory decision-making and adjudicative committee members have been updated:

- Professional regulation at HRPAs
- Introduction to regulatory decision-making and adjudication

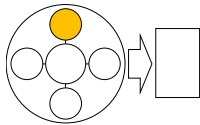
All members of regulatory decision-making and adjudicative committees were required to review these new modules by November 30, 2016.

Development day for members of regulatory decision making and adjudicative committees

A development day for members of adjudicative committees was conducted on October 19, 2016. The session was conducted by Richard Steinecke of Steinecke Maciura LeBlanc. This event followed from the success of a similar event last year. There were over 40 attendees for the session. The topics addressed were:

- Jurisdiction and committee powers
- Independence and accountability of adjudicators
- Appearance of bias issues
- Common motions and objections
- Issue identification
- Making credibility findings
- Deliberations and decision making

It was a great session and feedback was excellent. The plan is to conduct a similar event in October of next year.



Registration and certification

Snapshot of Public Register on November 30, 2016

On November 30, 2015, the total number of registrants stood at 22,334. In 2016, 2,770 members and students were lost through revocation (1,980) and resignation (790), and 3,599 registrants were added to the register, for a net gain of 829 registrants.

Office of the Fairness Commissioner Assessment Report

- HRPAs filed its *Fair Registration Practices Report* for calendar 2015 on March 1, 2016. This report is published on the HRPAs web site as well as the Office of the Fairness Commissioner web site.
- When the PA targets were written, we had no indication from the Office of the Fairness Commissioner as to when the Assessment would take place and so no specific targets were set in this respect. HRPAs Assessment will contain no recommendations and will cite numerous commendable practices. That a first cycle report would contain no recommendations was unheard of... until now!

Complete review of designation implementation documentation

- As the implementation of the new certification processes progressed, it became clearer that some registrants were confused about what requirements would need to be met and when they would kick in. Focus groups were conducted and documents were submitted for review to a sounding board of registrants.

Registration Committee

Chair: Frank Tancredi

- There were seven referrals to the Registration Committee between September 1, 2016, and November 30, 2016. Of the seven cases, a decision has been rendered for three: two approved for the register, and one applicant was denied registration. In this case, the Panel of the Registration Committee found that they were not provided the relevant information to admit the applicant to registration with the Association
- There are four cases currently in the information gathering stage of the process and therefore a decision has not yet been rendered.
- In total, between December 1, 2015 and November 30, 2016, ten cases were referred to the Registration Committee. Six application were approved by the Registrar. Overall, eighteen cases were closed.

Snapshot of the Public Register on November 30, 2016

	November 30, 2015	November 30, 2016	Year-over-year	
			Absolute change	Percent change
Students (registered but not members)	2,513	2,848	335	13.33%
Undesignated Members	5,841	5,626	-215	-3.68%
Practitioner	5,672	5,417	-255	-4.50%
Allied Professional	169	209	40	23.67%
Designated members	13,980	14,681	701	5.01%
Highest designation CHRP (including CHRP retired)	4,435	5,141	706	15.92%
Highest designation CHRL (including CHRL retired)	9,329	9,289	-40	-0.43%
Highest designation CHRE (including CHRE retired)	216	251	35	16.20%
Total members	19,821	20,307	486	2.45%
Total registrants	22,334	23,155	821	3.68%
Proportion of members having an HRP A designation	74.20%	72.30%		

Experience Assessment Committee

Chair: Danielle Mandell

- Between September 1, 2016 and November 30, 2016, 13 Validation of Experience applications were processed—9 candidates were successful for a pass rate of 69.2%. Between September 1, 2016 and November 30, 2016, 7 Alternate route applications were processed— 3 candidates were successful for a pass rate of 42.9%.

- In total, between December 1, 2015 and November 30, 2016, 324 validation of experience applications were received. 35 of those are currently being reviewed by the Experience Assessment Committee. For the Alternate Route, 134 applications were received and 11 of those are currently under review.

Academic Standards Committee

Chair: Gini Sutherland

- Between September 1, 2016 and November 30, 2016, 4 Course Approval applications for schools were processed. Between September 1, 2016 and November 30, 2016, 2 Course Approval applications for Students were processed.
- In total, between December 1, 2015 and November 30, 2016, the Academic Standards Committee received 175 applications, 111 school applications and 64 student applications. Out of those, six school applications and two student applications are still under review.

CHRE Review Committee

Chair: Bob Canuel

- The number of CHREs currently stands at 251. The target for 2016 is 250.
- Between September 1, 2016 and November 30, 2016, 9 CHRE applications were processed, resulting in 5 successful candidates. Additionally, there were 4 Invitation Route candidates who accepted their invitation and were granted the designation.
- “The CHRE Designation Process” webinar was presented on November 23, 2016. There were 287 registrants and 141 viewers, resulting in a spike of successful CHRE online self-assessments.

Challenge exams

- Challenge exams were held in February, May and September 2016
- There were a total of 138 challenge exam writers in 2016

Breakdown by month

Month	Registrants	Pass	Pass %
February 2016	34	23	67.6
May 2016	64	42	65.6
September 2016	40	22	55.0
Total	138	87	63.0

Breakdown by subject

Subject	Registrants	Pass	Pass %
Training and Development	11	2	18.1
Compensation	11	6	54.5

Organizational Behaviour	24	14	58.3
Finance and Accounting	26	10	38.4
Recruitment and Selection	12	4	33.3
Human Resources Management	20	17	85
Human Resources Planning	10	7	70
Occupational Health and Safety	8	8	100
Labour Relations	16	14	87.5
Total	138	87	63.0

CKE 1 and CKE 2

The results for the CKE 1 and CKE 2 exams were as follows:

Comprehensive Knowledge Exam 1	Candidates	Pass	Pass Rate	Reliability
June 2016	511	334	65.4%	.89
November 2016	400	235	58.75%	.90
Total 2016	911	569	62.5%	

Comprehensive Knowledge Exam 2	Candidates	Pass	Pass Rate	Reliability
June 2016	564	412	73.0%	.92
November 2016	393	254	64.63%	.93
Total 2016	957	666	69.6%	

Employment Law exam 1 and Employment Law exam 2

First administration of the CHRP Employment Law Exam and CHRL Employment Law Exam was September 17, 2016.

Exam	Candidates	Pass	Pass Rate	Reliability
CHRP Employment Law Exam	246	229	93.1%	.83
CHRL Employment Law Exam	293	234	79.9%	.85
Total	539	463		

Job Ready Program

The Job Ready program has been available as of September 30, 2016. Completion of the Job Ready program is the last step in the CHRP certification process. The Job Ready program:

- ✓ Takes about four hours to complete (including modules and required readings)
- ✓ Available online on multiple platforms
- ✓ Does not have a summative test
- ✓ The only way to fail the Job Ready program is by not completing it
- ✓ Program is free

Between September 1, 2016 and November 30, 2016, 324 registrants completed the Job Ready Program and were granted the CHRP designation.

Designation certificates

Certificates are issued for all three levels of designation: CHRP, CHRL, and CHRE.

In 2016, three batches of certificates were issued:

	CHRP	CHRL	CHRE
May	1839	331	43
August	48	241	13
November	288	87	4
Total	2175	659	60

On November 15, 2016, 288 CHRPs, 87 CHRLs and 4 CHREs were notified that they are scheduled to receive their certificate during the next issuance. The November certificate issuance will be mailed out during the week of December 5, 2016.

Item-writing blitz

From September to the end of November, we conducted an item-writing drive to expand the item bank for the three exams: Employment Law, Comprehensive Knowledge Exam 1 (CKE1), and Comprehensive Knowledge Exam 2 (CKE2). The main focus was to bulk up the item bank for the Employment Law Exams as it is the newest exams. The other objective was to increase items in functional areas that we were lacking in CKE1 and CKE2. We were able to secure 8 writers to create 240 new items for the Employment Law bank. For CKE1, 3 writers helped us add 90 new items. For CKE2, two writers helped us add 45 new items.

Exam	Number of items on one exam	Number of new exam items created
CHRP and CHRL Employment Law Exams	100	240
Comprehensive Knowledge Exam 1 (CKE 1)	150	90
Comprehensive Knowledge Exam 2 (CKE 2)	225	45

Administrative revocations due to non-payment of dues and resignations

- Revocations due to non-payment of dues took effect on September 30, 2016. The number of revocations due to non-payment of dues is of concern because such revocations are unnecessary—the proper way of terminating one’s relationship with HRP A is to resign. The number of revocations due to non-payment of dues was much greater than the number of resignations. Many members seem to think of membership in HRP A as a kind of subscription, and that all that is needed to cancel the subscription is to stop paying.

Type of revocation	Count
Revocation of membership for failure to renew (CHRE)	1
Revocation of membership for failure to renew (CHRL)	139
Revocation of membership for failure to renew (CHRP)	234
Revocation of membership for failure to renew (CHRL) + CPD in arrears	44
Revocation of membership for failure to renew (no designation)	1553
Revocation of membership for failure to renew (CHRP retired)	9
	1980

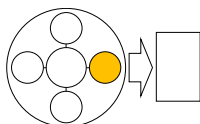
Resignations

Date	Resignations
December 2015	0
January 2016	2
February 2016	10
March 2016	12
April 2016	25
May 2016	77
June 2016	177
July 2016	313
August 2016	108
September 2016	57
October 2016	6
November 2016	3
Total to Date	790

One could define compliance with the resignation requirement as the number of resignations over the number of resignations plus the number of revocations.

$$\text{Compliance with resignation requirement} = \frac{790}{790 + 1980} = 28\%$$

- A reminder and explanation as to why registrants need to inform the Office of the Registrar of their intention to resign was included in the September 2016 issue of the *Regulatory Affairs* newsletter.
- The OOTR has sought legal advice to clarify the conditions under which accommodation can or should apply to individuals who fail to meet the revocation deadline.



Quality assurance and compliance verification

Continuing Professional Development

Chair: Vito Montesano

- In 2016, HRPAs had 14,806 designated members subject to the CPD requirement, and as of September 30th 2419 individuals due to meet the CPD requirement in 2016. The compliance rate was 97.4%.
- The number of CPD logs to be audited in 2016 is 75.

	June 1, 2016	October 1, 2016
Required to submit	2579	2419
Outstanding	633	64
Submitted	1946	2371
Compliance Rate	75.4%	97.4%

- *Required to submit* indicates the total number of members who had a CPD Log due date of May 31st 2016. This number declines due to impacting factors such as resignations, retirements and revocations between June 1st and September 30th.

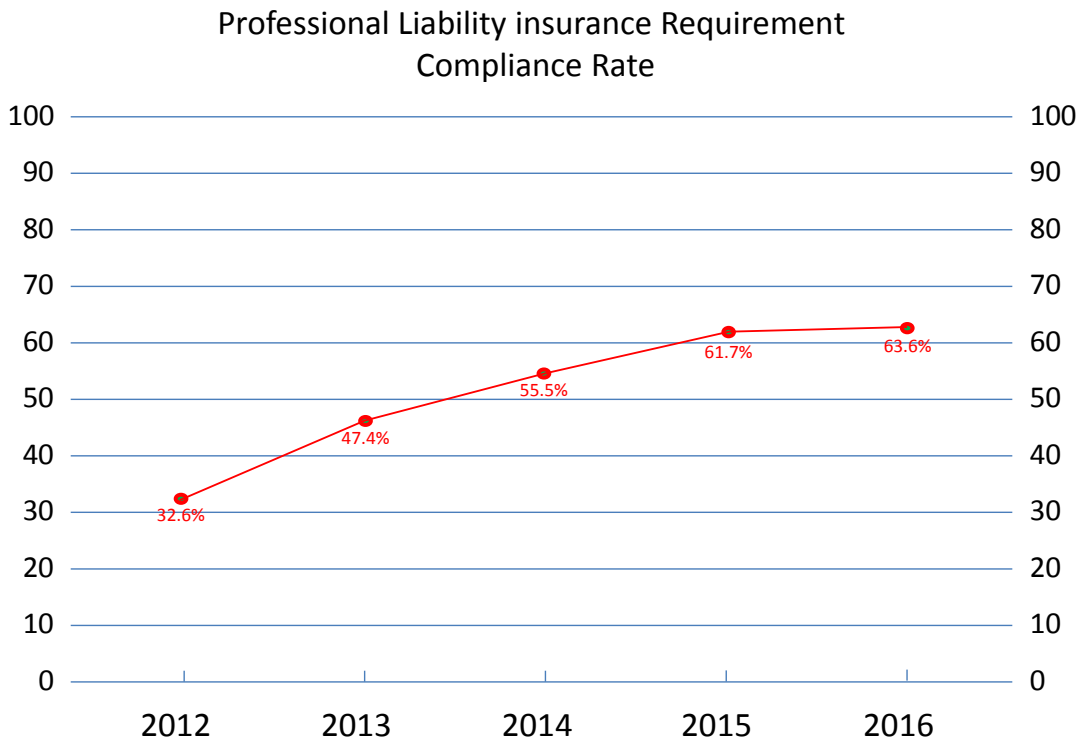
CHRL revocation for CPD non-compliance 2016 (membership dropped to Practitioner)	64
Total	64

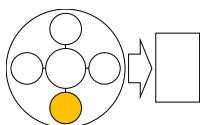
- When designations are revoked for non-CPD Compliance, active members are given a 2 year window to reinstate their designation by submitting the outstanding CPD log as well as supporting documentation for a voluntary audit. To reinstate, the committee must deem that the individual has met their CPD obligation for the outstanding CPD period. In 2016 we reinstated 13 individuals due to successful reinstatement audit findings.

Professional liability insurance

The compliance rate for the professional liability insurance requirement continues to be quite low at 63.6%. Of equal concern is that the compliance rate for the professional liability insurance requirement would appear stalled in that the year-over-year improvement from 2015 to 2016 was negligible.

		Do you carry professional liability insurance?		
		Yes	No	Total
Part-time or occasional independent practice	Count	22	19	41
	Percent	53.7%	46.3%	100.0%
Full-time independent practice	Count	149	79	228
	Percent	65.4%	34.6%	100.0%
Total	Count	171	98	269
	Percent	63.6%	36.4%	100.0%





Complaints and discipline (including capacity and review)

Complaints Committee

Chair: Rahim Shamji

Four complaints were filed in Q4. A summary of the allegations is given below. None of these complaints have been disposed of yet. This brings the total number of complaints at HRP A in 2016 to nine. This is up from five in 2015.

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C-2016-6	September 1, 2016	The member is accused of violating the competence and legal requirement standards of the HRP A Code of Conduct.	In progress
C-2016-7	October 11, 2016	The member is accused of having been in breach of many of her legal responsibilities as a fiduciary employee and to her responsibilities pursuant to the HRP A Code of Ethics, By-laws and Rules of Professional Conduct, specifically regarding conflict of interest and a breach of confidentiality.	In progress
C-2016-8	November 3, 2016	The member is accused of retaliation due to the complainant raising workplace concerns with a manager. It has been alleged that the member by-passed normal processes for corrective actions/performance improvements, the member is also accused of abusing their power and authority as the Vice President of Human Resources.	In progress
C-2016-9	November 7, 2016	The member is accused of acting in a manner that is dishonest, fraudulent, criminal, or illegal, or with the intent of circumventing the law. It is also alleged that the member is in breach of their duty to avoid any situation in which they would be in a conflict of interest.	In progress

The Complaints Committee disposed of two complaints in Q4.

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C-2016-4	June 17, 2016	The member is accused of operating in a bad-faith capacity by colluding with an investment firm.	September 23, 2016 Dismissed without further action 99 days

C-2016-5	June 27, 2016	The member is accused of being verbally abusive during a meeting with the complainant. The member is also accused of not providing assistance to the complainant when he made complaints of a stressful work environment, and the member did not show concern or proper guidance for his issues.	October 4, 2016 Dismissed without further action 100 days
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C-2016-4 was disposed of in 99 days. C-2016-5 was disposed of in 100 days.

Discipline Committee

Chair: Stephanie Izzard

In Q4, the decision for D-2016-1 was issued and a penalty hearing was scheduled.

Case	Date Notice of Hearing issued	Nature of allegations	Date of decision of Discipline Committee
D-2016-1	April 22, 2016	That the member was dishonest in completing registration application	Discipline hearing held June 14, 2016 Penalty hearing held December 8, 2016
D-2016-2	To be issued	The member created at least 26 false or misleading invoices totaling at least \$178,000	Hearing has been scheduled for March 1 and 2, 2017

D-2016-1

Because of concerns about the member's capacity, a referral was made to the Capacity Committee. The capacity hearing is currently being scheduled.

A discipline hearing was held on June 14, 2016. A decision was rendered on September 21, 2016. A penalty hearing was held on December 8, 2016. The decision was for the member to be issued a reprimand and that the reprimand would appear on the public register.

D-2016-2

- There was one referral made to the Discipline Committee on June 16, 2016. It has been alleged that the member created at least 26 false or misleading invoices totaling at least \$178,000 from two Human Resource recruiting firms over a period of about two years. This individual is no longer a member of the Association but was a member at the time the alleged misconduct occurred. HRPAs has continuing jurisdiction over the individual.
- A Notice of Hearing was served on the individual by HRPAs's regulatory counsel on behalf of HRPAs.
- The member has yet to respond to the Notice of Hearing. Legal counsel for HRPAs has followed up with the individual in an attempt to schedule a pre-hearing conference. In the meantime, HRPAs has begun the process to schedule hearing dates for March 2017.

- As per the *Statutory Powers Procedure Act, 1990*, if the party notified does not attend at the hearing, the Discipline Committee may proceed in the party's absence and the party will not be entitled to any further notice in the proceeding.

Capacity Committee

Chair: Stephanie Izzard

- There were no referrals to the Capacity Committee in 2016.

Review Committee

Chair: Susan Bryson

There were two referrals to the Review Committee in Q4. R-2016-1 was made on September 22, 2016, and R-2016-2 was made on September 28, 2016. The Review Committee has yet to render its decision in both cases.

The Act requires that all members and registered firms notify the Registrar of any bankruptcies and insolvency events. The Act also requires that bankruptcies and insolvency events be reviewed by the Review Committee. In March 2016, the Board passed by-laws which supported the implementation of the bankruptcy and insolvency provisions in the Act. Over the summer, terms of Reference were developed for the Review Committee, rules of procedure were developed for the Review Committee, volunteers were recruited and a training protocol was developed for members of the Review Committee. With all in place, a special webinar was conducted on September 19, 2016, to inform members of their obligation under the Act to notify the registrar of any bankruptcies and insolvency event.

The bankruptcy and insolvency rate in the general population in Ontario in 2014 was 3.8 *per thousand*. The question "Have you or your firm experienced a bankruptcy or filed a consumer proposal within the last year?" was included in the 2016 HRPAs Member Survey. The responses to this question suggest a bankruptcy and insolvency rate among HRPAs members to be closer to 9.0 *per thousand*.

At HRPAs, with 24,000 members, a bankruptcy and insolvency rate of 9 per thousand would lead us to expect approximately 216 reports of bankruptcies and insolvency events per year. At this rate, the expected number of bankruptcies and insolvency events between September 19, 2016 and November 30, 2016, was 46, the actual number of reported bankruptcies and insolvency events was 2. This corresponds to a compliance rate of 4.3%.

Period	Number of bankruptcies and insolvency events	
	Expected	Reported
From September 19, 2016 to November 30, 2016	46	2

Appeals Committee

Chair: Kim Pepper

In the last quarter of 2016, the Appeals Committee experienced an increase in the amount of requests for an appeal. In total, eight new requests for an appeal were filed last quarter. In a few cases consultation with ILC was required to determine if the committee had jurisdiction to hear the appeal

and in one case to determine whether or not they would agree to the submission of fresh evidence. The appeals are becoming more complex in nature, which has resulted in a delay in moving appeals forward. It was a busy quarter for the Appeal Committee.

	The nature of the appeal	The outcome of the appeal
A-2016-8	Does not believe the HRP A has jurisdiction to investigate this complaint. Wishes to dismiss it. Appeals Committee is looking at their jurisdiction on this issue based on advice from ILC. Decision of the CIC to move forward and investigate the Complaint that was filed.	Appeal Committee has consulted with ILC and a panel of the Appeal Committee has held a teleconference meeting to determine if they have jurisdiction. The decision was released on December 6 2016. The appeal committee determined that they do not have jurisdiction to hear this appeal.
A-2016-9	Reconsideration of her VOE application under the degree exemption. Can re-submit however does not have a degree and cannot earn the CHRL. Decision of the Experience Assessment Committee.	The appeal panel held a teleconference to determine the admissibility of fresh evidence at the request of the appellant. A decision was issued – no fresh evidence will be permitted. The hearing has been scheduled for December 12, 2016.
A-2016-10	Does not agree with the EAC decision on 3 positions: Crew Coordinator, Recruitment Specialist and Immigration Law Clerk and HR Officer	The decision of the Experience Assessment Committee was upheld
A-2016-11	Membership and designation revoked due to non-compliance with CPD, claimed that HRP A was unhelpful, unprofessional and information was faulty and uninformative	The hearing was held on November 30, 2016. The decision is currently being written. No further update.
A-2016-12	Reconsideration of her Alternate Route application. Professional HR Experience questionnaire was not thoroughly reviewed and understood. Decision of the Experience Assessment Committee.	A hearing was held on November 30, 2016. Decision is currently being written. The decision has not yet been released.
A-2016-13	Wants to be exempt from writing the employment law exam. Refers to incorrect information on the HRP A website. Decision of the Registrar – does not have the authority to exempt someone from “non-exemptible” requirements.	This has been sent to the Chair of the Appeal Committee. Currently consulting with ILC on jurisdiction to hear this appeal. No further update at this time.
A-2016-14	The committee sites lack of evidence, yet they did not contact any of the complainant’s witnesses. The committee is in conflict with its own publication in the HR professional issue Feb 2016 holding its members that HR Professionals are competent and act in an ethical manner. The HRP A member did not act ethically. Decision of the CIC.	This has been sent to the Chair of the Appeal Committee. This is currently being reviewed by the Chair. No date has been scheduled for a review.
A-2016-15	Alternate route re-submission. Inconsistency when application was first reviewed. The first committee thought both positions met the professional requirements. There was overlap which is why the appellant re-submitted. The appellant chose to resubmit after initial decision and then appeal the decision of re-submission.	This has been sent to the Chair of the Appeal Committee. This is currently being reviewed by the Chair. No date has been scheduled for a review.

Analysis of appeal decisions

1. Total number of requests for appeal received between December 1, 2015 and November 30, 2016 – 17 requests
2. Total number of final appeal decisions released between December 1, 2015 and November 30, 2016 (excluding interim decision on issues such as fresh evidence) - 10

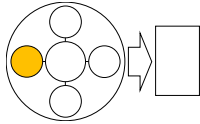
Outcomes	
Decisions for HRPAs	5
Decisions against HRPAs	3
Requests withdrawn by Appellant	2
Association not contesting the appeal	1

Below are the reasons for the decisions that went in favor of the appellant:

- The Appeal Committee determined that providing the appellant with access to the Reinstatement Policy did not constitute sufficient notice of the different consequences resulting from membership revocation or resignation at that time. As such, the Committee decided that the appellant’s resignation should be treated as a revocation, allowing her to reinstate her membership and designation. (In 2015, changes were made to this rule and now members and students whose registration was terminated as a result of revocation due to non-payment of dues and those whose registration was terminated as a result of resignation are treated exactly the same.)
- The Appeal Committee determined that the Experience Assessment Committee had failed to consider additional information regarding her work hours that was submitted by the applicant and that the Committee should have followed up further if the additional information was unsatisfactory.
- The Appeal Committee determined that the reasons of the Experience Assessment Committee did not sufficiently explain why the appellant was granted professional level experience for one position but not for another position where some of the duties seemed identical.

For the appeal we didn’t oppose:

- HRPAs did not oppose the appeal. A joint submission was made to the Appeal Committee to allow the appellant to resubmit her Alternate Route application since the Experience Assessment Committee failed to clarify in its reasons why the applicant was only granted 5 points for a position she had submitted rather than the 10 points she had asked for.



Stakeholder relations

OOTR webinars

The Office of the Registrar conducted a number of webinars in Q4. These webinars were recorded and are available on demand. The webinars can be found at <https://www.hrpa.ca/professional-regulation/regulatory-webinars>

Special webinars not part of the series

1. Webinar on the duty to notify the Registrar of bankruptcies and insolvency events and the review process

On September 19, 2016, a webinar was conducted with the assistance of Rebecca Durcan, our regulatory counsel, to explain the requirement to notify the Registrar of any bankruptcy or insolvency event and the workings of the Review Committee.

2. Webinar on the introduction of CBT at HRP A

On November 21, 2016, a webinar was conducted with the assistance of Prometric, our CBT vendor, to explain the introduction of CBT at HRP A.

3. Webinar on the CHRE designation

On November 23, 2016, a webinar was held for those thinking of pursuing the CHRE designation.

Regulatory newsletter

In 2016, HRP A began issuing its *Regulatory Affairs* newsletter on a quarterly basis.

All professional regulatory bodies have an official communication vehicle to convey important information including legal notice where such notice is required by by-law. Until 2016, HRP A did not have an official communication vehicle to convey this information.

The *Regulatory Affairs* newsletter is published pursuant to By-laws 13.08, 13.13, 13.18, and 13.19.

As set out in the By-laws, the Regulatory newsletter shall include but not be limited to:

- (a) Notices of annual meetings;
- (b) Election results; and
- (c) All information as set out in Section 13.08 and Section 13.13 with respect to discipline or review proceedings. Where there is a dissenting opinion prepared by a member of the panel and the decision, finding or order of the Discipline Committee or the Review Committee is to be published, in detail or summary, any publication will include the dissenting opinion.

Three issues of the Regulatory Affairs newsletter have been published so far in 2016, with the fourth newsletter scheduled to be published on December 15, 2016.

Spring 2016 <i>Regulatory Affairs</i> newsletter	March 15, 2016
Summer 2016 <i>Regulatory Affairs</i> newsletter	June 15, 2016
Fall 2016 <i>Regulatory Affairs</i> newsletter	September 15, 2016
Winter 2016 <i>Regulatory Affairs</i> newsletter	To be published December 15, 2016

The following table gives some interesting statistics regarding the impact of the Regulatory Affairs newsletter.

	Recipients	Opened	Open Rate	Clicked	Click-Through Rate	Percent of Recipients Reached
Spring Newsletter	21,754	7,213	33%	475	7%	2.2%
Summer Newsletter	21,719	6,235	29%	459	7%	2.1%
Fall Newsletter	21,674	6,558	30%	417	6%	3.0%
Average of other OOTR emails	21,272	6,587	31%	831	13%	3.91%

It is interesting to note that although the open rate for the newsletter is the same as for other OOTR emails, the click-through rate is about half compared to other OOTR emails. The effective readership for the Regulatory Affairs newsletter is quite low with only 2% to 3% of members and students accessing the newsletter.

The following steps are proposed for 2017

1. Continue with four issues of Regulatory Affairs newsletter.
2. Expand governance-related content (lection timeline and results, information relating o AGM, etc.)
3. Create a printed edition of the December 2016 *Regulatory Affairs* newsletter which would be included in the delegate package at the 2017 Annual Conference.
4. Amend By-laws to indicate that publication in the *Regulatory Affairs* newsletter shall be deemed proper and sufficient notice (when such notice is required).
5. Consider alternative modes of distribution for newsletter.

OOTR Webinars 2017

Date	Topic	Registration	Attendance
OOTR Summer webinar series			
June 8, 2016	What to do when the complaint is about you?	483	192
July 18, 2016	Introducing the Employment Law Exams for the CHRP and the CHRL	466	298
July 25, 2016	Update on the New CHRP, CHRL, and CHRE Certification Processes	703	390
August 8, 2016	The HR Curriculum: Today and Tomorrow	568	302
August 15, 2016	Professional Regulation at HRPA	550	285
August 22, 2016	Introduction to Regulatory Decision-Making and Adjudication	544	209
OOTR Fall webinar series			
October 12, 2016	What to do when the complaint is about you?	768	520
October 20, 2016	Let's Talk About... The Public Interest	847	472
October 27, 2016	Self-regulation: Why it is important, why should you care, and what it should mean to you?	843	463
November 4, 2016	The Registered Human Resources Professionals Act: The first three years	794	418
November 9, 2016	The Costs and obligations of professionhood	791	446
November 17, 2016	Update on the new CHRP, CHRL, and CHRE Certification Processes	1295	654
OOTR Special webinars			
September 19, 2016	The Requirement to notify the Registrar of bankruptcies and insolvency events	608	413
November 21, 2016	Introducing computer-based testing	250	110
November 28, 2016	The Certified Human Resources Executive (CHRE)	287	141
Total		9717	5313

The Professionalization of HR blog

The Professionalization of HR blog can be accessed at <https://hrparegulationblog.wordpress.com/>. In Q3, the following entries were posted:

	Date	Topic	Views
1.	March 23, 2016	Why a blog on the professionalization of HR?	5
2.	March 23, 2016	What does it mean to be a professional?	15
3.	April 6, 2016	What's in a name?	57
4.	April 20, 2016	The story of two models of professionalism for HR professional	66
5.	May 4, 2016	Learning to live with a professional regulatory body	6
6.	May 18, 2016	HR students and professionalism	12
7.	June 1, 2016	Are professional ethics and business ethics the same thing	144
8.	June 15, 2016	The cost and obligations of professionhood	142
9.	July 13, 2016	Competency drift	30
10.	July 27, 2016	Minimum formal training	37
11.	August 10, 2016	Eight reasons	15
12.	August 24, 2016	Is regulation a four-letter word?	10
13.	September 7, 2016	Licensure for HR	22
14.	September 21, 2016	The WIIFM of membership	20
15.	October 5, 2016	Serving both the interests of the public and the interests of its members	26
16.	October 19, 2016	Nobody really likes to be regulated	26
17.	November 2, 2016	Do we really want to professionalize?	11
18.	November 16, 2016	What can HRPA members expect of their professional regulatory body?	14
			658

Presentations at CNAR

This year, the Canadian Network of Agencies in Regulation (CNAR) had its annual conference in Toronto, on November 1-3, 2016. HRPAs Registrar was co-chair for the conference.

HRPA made three presentations at the conference:

1. *Issues Facing Newly Regulated Professions: What established regulators might learn from the experiences of the "new" kids on the block.* The panel session was moderated by Rebecca Durcan of Steinecke Maciura LeBlanc. The other professional regulatory bodies on the panel were the College of Kinesiologists of Ontario, the College of Naturopaths of Ontario, and the College of Denturists of Ontario.
2. *Getting it Right from the Start: How new regulatory bodies in Ontario are integrating fair-access principles into their registration processes.* The panel was moderated by the Office of the Fairness Commissioner. The other professional regulatory body on the panel was the College of Homeopaths of Ontario.
3. *Requiring candidates to pass all sub-tests on a certification exam (non-compensatory scoring of certification exams)* co-presented with John Wickett of Wickett Measurement Systems.

Professionalization of Human Resources Management course at York University

The course was offered as a fourth year elective in the School of Human Resources Management at York University.

Core question for the week	
Week 1	What is this course all about and how will the course be run?
Week 2	What defines a profession?
Week 3	To what extent does HR demonstrate the characteristics of a profession?
Week 4	Where is HR along the path of becoming a true profession?
Week 5	What does it mean to be a professional?
Week 6	What is the relevance of regulation to the HR profession?
Week 7	Who gets to be a member of the HR profession?
Week 8	How does professional discipline work?
Week 9	What does it mean to be competent as an HR professional?
Week 10	The big debate: Are professionalization and business partner strategies compatible?
Week 11	How do we inculcate professionalism in fledgling HR professionals?
Week 12	Where do we go from here?

Q4 Regulatory Committee Activity Summary Table

	September 1, 2016 – November 30, 2016			
	Cases started before September 1, 2016	New referrals for the period of Sept 1, 2016 to Nov 30, 2016	Cases disposed of in the period of Sept 1, 2016 to Nov, 30, 2016	Cases outstanding as of November 30, 2016
Registration committee	3	7	6	4
Experience assessment committee	30	61	50	41
CPD committee - annual audit	0	75	41	34
Academic standards committee	36	6	36	6
CHRE review committee	9	6	9	6
Complaints committee	1	4	2	5
Discipline committee	1	1	0	2
Capacity committee	1	0	0	1
Review committee	0	2	0	2
Appeal committee	5	5	3	7