



## Registrar's Report for Q3 2017

August 31, 2017

### Trends and issues

For Q3, 2017, the key trends and issues at the Office of the Registrar have been:

1. The enhanced use of social media to educate members and registered students on professional regulation,
2. Completion of the measuring HRPAs performance as a professional regulatory body project
3. Special report on the rates of compliance with obligations set out by HRPAs on the part of members and registered students

The Board of Directors/Chapter Presidents Meeting on May 5, 2017, included a roundtable discussion on self-regulation and the protection of the public. The Chapter Presidents identified education on regulation and what it means as an area in need of more attention and made other suggestions as well.

#### **The enhanced use of social media to educate members and registered students on professional regulation**

Last year, the Office of the Registrar launched its *Understanding Professional Regulation* series of webinars. These webinars have been very successful in terms of both attendance and attendee feedback. The Office of the Registrar continued this year with new webinars on topics such as 'HRPA's Meta-strategy,' 'Decoding HRPAs Objects,' and 'What members have to say about professional regulation: Results from the 2017 HRPAs Member Survey.'

The attendance numbers for the webinars have been excellent, and the feedback has been excellent as well, but it is also clear that more needs to be done as evidenced by the discussion at the Board of Directors/Chapter Presidents Meeting and the results of the 2017 HRPAs Member Survey.

More recently, the Office of the Registrar began to use social media to increase the level of awareness, understanding, and buy-in in regards to professional regulation. The Office of the Registrar has created a series of forty short 500-700 word articles on a wide range of topics relating to professional regulation.

These articles are posted simultaneously on LinkedIn and on the HRPAs website at <https://www.hrpa.ca/professionalregulation/Pages/LinkedIn-Articles.aspx>.

These articles cover a wide range of topic in professional regulation and could be used as the foundation for a variety of educational initiatives. So far, after 32 posts, the articles have collected a total of 2228 clicks (an average of 69.6 clicks per article).

	Topic	Date
1.	The four types of professional organizations	April 4, 2017
2.	Does HR get self-regulation?	April 14, 2017
3.	Self-regulation requires a 180° turn in thinking and action	April 20, 2017
4.	A regulator’s perspective on designations	April 25, 2017
5.	What is a ‘regulatory association?’	May 29, 2017
6.	Regulation is not an activity, it’s the core mandate	June 2, 2017
7.	Let me talk to your manager: Escalation in matters of professional regulation	June 5, 2017
8.	Do professional regulatory bodies want to be loved or feared?	June 8, 2017
9.	Regulatory capture: The Achilles’ heel of professional self-regulation	June 14, 2017
10.	The price of admission to the regulated profession club	June 18, 2017
11.	Why are objects so important—in 500 words or less	June 19, 2017
12.	Professional regulation and enlightened self-interest	June 22, 2017
13.	Professional regulation comes as a bundle	June 25, 2017
14.	Decoding HRPA’s objects	June 27, 2017
15.	The single factor which distinguishes professions from other highly skilled occupations	July 4, 2017
16.	What’s the deal?	July 6, 2017
17.	Does the practice of Human Resources pose risks to the public?	July 11, 2017
18.	The commitment to professional regulation continuum	July 13, 2017
19.	What one does when no one is watching	July 18, 2017
20.	Idealists, committed professionals, and rent seekers	July 20, 2017
21.	The transition from unregulated profession to regulated profession	July 25, 2017
22.	'Toto, I've a feeling we're not in Kansas anymore'	July 27, 2017
23.	A different take on the value of designations	August 1, 1017
24.	Getting used to the exercise of authority	August 3, 1017
25.	The last hurdle	August 8, 1017
26.	Who are we protecting anyway?	August 10, 1017
27.	Identifying risks of harm	August 15, 1017
28.	Licensure for HR: What’s the scoop?	August 17, 1017
29.	Who does not want HR to professionalize?	August 22, 2017
30.	Who is the ‘customer’ in professional regulation?	August 24,2017
31.	Why is professional regulation provincial?	August 29, 2017
32.	Are the interests of the profession and the interests of its members the same thing?	August 31, 2017
33.	Is regulation a four-letter word?	September 5, 2017
34.	What’s in a name?	September 7, 2017
35.	Who watches over HRPA?	September 12, 2017
36.	Reaching for the brass ring	September 14, 2017
37.	Can a profession lose the privilege of self-regulation?	September 19, 2017

38.	The Dunning-Kruger effect and professional regulation	September 21, 2017
39.	Defining professional regulation	September 26, 2017
40.	The special challenge of regulating voluntary professions	September 28, 2017

The top three articles so far have been:

9.	Regulatory capture: The Achilles' heel of professional self-regulation	199 clicks
21.	The transition from unregulated profession to regulated profession	176 clicks
22.	'Toto, I've a feeling we're not in Kansas anymore'	119 clicks

The Chapter Presidents noted that the HRPAs Member Survey asks questions on compliance with the Professional Liability Insurance requirement and requirement to notify the Registrar of bankruptcy and insolvency events, but that the reports had never been published. These reports are now published on the HRPAs web site.

For bankruptcy and insolvency events:

<https://www.hrpa.ca/Documents/Regulation/2017-Member-survey-Bankruptcy-insolvency.pdf>

For the Professional Liability Insurance requirement:

<https://www.hrpa.ca/Documents/Regulation/Report-on-compliance-with-PLI-requirement.pdf>

### **Measuring HRPAs performance as a professional regulatory body**

This project was approved by the Board at the January 31, 2017, meeting as per the table below.

<b>ISSUE</b>	<b>ACTION</b>	<b>DUE DATE</b>
'Best' approach depends on the purpose. Q - what purpose(s) will this assessment be put to?	Survey Board members to find the key purposes of a measurement system	28-Feb-17
System needs a "causal model" as a base	Draft of a suitable causal model for Board Review	30-Apr-17
What will measures be?	Based on this causal model, develop measures of performance as a professional regulatory body	30-Jun-17
What would be good targets?	For board approval, create benchmark of regulatory effectiveness measure for 2017, use to set goals for 2018	30-Sep-17

The following reports were delivered to the Board:

- Part 1: *A review of current models and practices*, January 11, 2017.
- Part 2: *Developing a causal model*, April 10, 2017.
- Part 3: *Developing measures and specific measurement tools*, June 30, 2017.
- Part 4: *Benchmarks and targets*, September 30, 2017

In relation to the topic of measuring performance as a professional regulatory body, HRPAs Registrar will participate in a panel at the CNAR conference in Halifax. The topic of the workshop will be "Assessing regulatory performance: Emerging trends and best practices." The workshop is intended to

focus on *how* regulatory organizations can or should be assessing whether they’re achieving the goal of protection of the public, in key areas (registration, discipline, continuing competence). One of the questions the workshop organizers want panelists to address (and for attendees to think about) is: “*If a Government Minister said to a professional regulatory organization, ‘I know you say that you are doing a good job regulating your profession, but can you prove it to me?’ what might a professional regulatory organization say?’*”

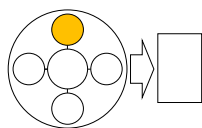
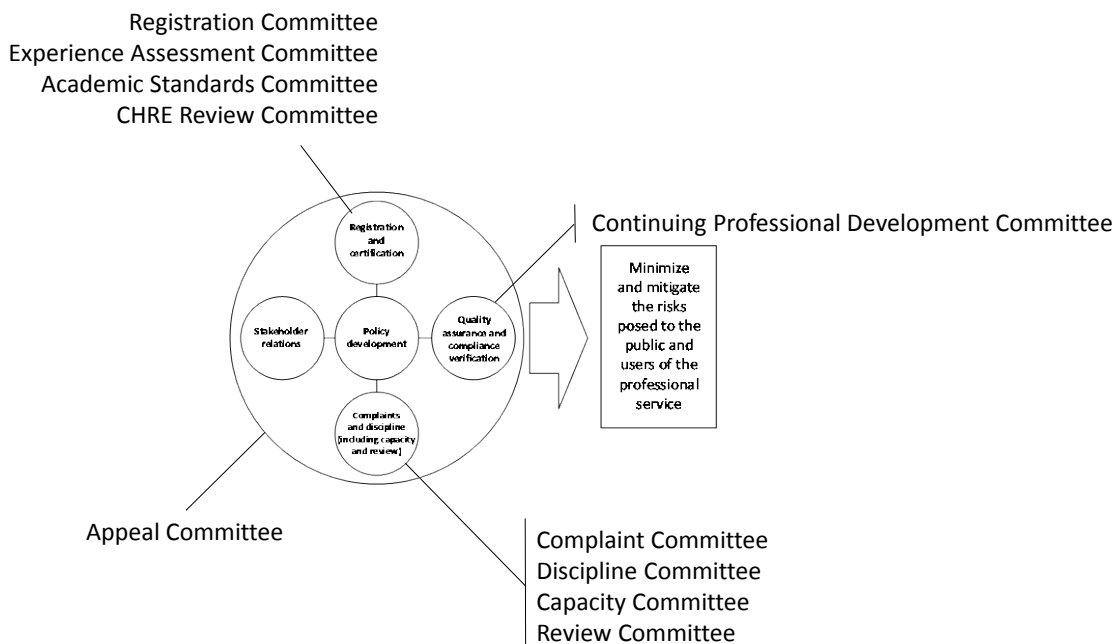
**Special report on the rates of compliance with obligations set out by HRP A on the part of members and registered students**

Because of the importance of this topic, the Office of the Registrar created a *Special report on the rates of compliance with obligations set out by HRP A on the part of members and registered students*. Therefore, only the key findings are reported here. Those wishing to see the detailed calculations are directed to this *Special report*.

**2017 Q3 Regulatory activity by the numbers**

<b>Q3 Activity</b>	<b>Count</b>
Participants in OOTR webinars	2064
Resignations processed	473
Number of exams administered	429
Certificates issued	277
Candidates completing Job Ready program	245
Applications referred to Experience Assessment Committee	101
Number of CPD logs to be audited by CPD Committee	95
Number of courses reviewed by the Academic Standards Committee	28
Referrals to CHRE Review Committee	14
Referrals to Review Committee	7
Referrals to Registration Committee	5
Referrals to Appeal Committee	2
Referrals to Complaints Committee	1
Regulatory Newsletters issued	1
Revocations for non-payment of dues	0
Designation revocations due to CPD non-compliance	0
Referrals to Discipline Committee	0
Referrals to Capacity Committee	0

## Function-by-function Q3 review



### Registration and certification

#### Snapshot of Public Register on June 5, 2017

			Since beginning of fiscal year	
	November 30, 2016	August 31, 2017	Absolute change	Percent change
<b>Students (registered but not members)</b>	<b>2,848</b>	<b>2,870</b>	<b>267</b>	<b>10.3%</b>
<b>Undesignated Members</b>	<b>5,626</b>	<b>6,720</b>	<b>1,111</b>	<b>19.8%</b>
Practitioner	5,417	6,468	1,065	19.7%
Allied Professional	209	252	46	22.3%
<b>Designated members</b>	<b>14,681</b>	<b>15,004</b>	<b>325</b>	<b>2.2%</b>
Highest designation CHRP (including CHRP retired)	5,141	5,478	338	6.6%
Highest designation CHRL (including CHRL retired)	9,289	9,272	-16	-0.2%
Highest designation CHRE (including CHRE retired)	251	254	3	1.2%
<b>Total members</b>	<b>20,307</b>	<b>21,724</b>	<b>1,436</b>	<b>7.1%</b>
<b>Total registrants</b>	<b>23,155</b>	<b>24,594</b>	<b>1,703</b>	<b>7.4%</b>
<b>Proportion of members having a HRP A designation</b>				

## Registration by province as of September 11, 2017

	Ontario	Alberta	Quebec	British Columbia	Nova Scotia	New Brunswick	Saskatchewan	Manitoba	Northwest Territories	Newfoundland and Labrador	Prince Edward Island	Nunavut	Yukon	All provinces
<b>Students (registered but not members)</b>	<b>2723</b>	<b>93</b>	<b>14</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2843</b>
<b>Undesignated Members</b>	<b>6454</b>	<b>62</b>	<b>34</b>	<b>23</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6601</b>
Practitioner	6205	61	31	23	9	2	3	6	0	5	1	1	1	6348
Allied Professional	249	1	3	0	0	0	0	0	0	0	0	0	0	253
<b>Designated members</b>	<b>14525</b>	<b>71</b>	<b>51</b>	<b>42</b>	<b>13</b>	<b>8</b>	<b>9</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>14738</b>
Highest designation CHRP (incl. CHRP retired)	5348	24	10	18	4	3	3	2	3	1	2	0	2	5420
Highest designation CHRL (incl. CHRL retired)	8939	44	39	23	9	5	6	1	1	2	0	4	1	9074
Highest designation CHRE (incl. CHRE retired)	238	3	2	1	0	0	0	0	0	0	0	0	0	244
<b>Total members</b>	<b>20979</b>	<b>133</b>	<b>85</b>	<b>65</b>	<b>22</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>21339</b>
<b>Total registrants</b>	<b>23702</b>	<b>226</b>	<b>99</b>	<b>71</b>	<b>23</b>	<b>11</b>	<b>15</b>	<b>11</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>24182</b>

## Registration Committee

*Chair: Frank Tancredi*

- There were five referrals to the Registration Committee between June 1, 2017, and Aug 31, 2017. Decisions have been rendered for all five cases:

Approved for registration	3
Approved but with conditions	2
Not approved	0
Total	5

- Of the three applications approved for registration, one was a reconsideration from an applicant who was denied registration in 2015. The applicant provided the Committee with evidence of extensive rehabilitation regarding the conduct at issue as well as a reference letter from her current employer who showed full support of the applicant's efforts to become a member.

- There are two cases currently in the information gathering stage of the process and therefore a decision has not yet been rendered.

### **Experience Assessment Committee**

*Chair: Mark Seymour*

- Between June 1, 2017, and August 31, 2017, 69 validation of experience applications were processed — 49 candidates were successful for a pass rate of 71.01 %. Between June 1, 2017, and August 31, 2017, 23 alternate route applications were processed— 14 candidates were successful for a pass rate of 60.86%.

Validation of experience application successful	49	71.01%
Validation of experience application unsuccessful	20	29.99%
Total	69	100.0%

- In total, between June 1, 2017, and August 31, 2017, 83 validation of experience applications were received. 59 of those are currently being reviewed by the Experience Assessment Committee. For the alternate route, 34 applications were received and 24 of those are currently under review.

### **Academic Standards Committee**

*Outgoing Chair: Gini Sutherland*

- In June 2017 the Academic Standards Committee was disbanded and two new committees were created; the Academic Standards Diploma Committee and the Academic Standards Degree Committee.
- The Academic Standards Diploma Committee’s mandate is to review material submitted by eligible postsecondary educational institutions that offer college diploma, advanced diploma, and graduate certificate (post-diploma certificate) level courses and individual members seeking to have one or more courses approved at college diploma, advanced diploma, and graduate certificate (post-diploma certificate) level in the fulfillment of HRPAs coursework requirement (course approval), making a decision pertaining thereto, and providing rationale in accordance with the criteria as established by the Board. Ministry approved HR courses within an established HR program are exempted.
- The Academic Standards Degree Committee’s mandate is to review material submitted by eligible postsecondary educational institutions that have Ministry approval to offer degree level courses and individual members seeking to have one or more courses approved at degree level or, re-approved in the fulfillment of HRPAs coursework requirement (course approval), making a decision pertaining thereto, and providing rationale in accordance with the criteria as established by the Board.

### **Academic Standards Diploma Committee**

*Chair: TBD*

- Between June 1, 2017, and August 31, 2017, 4 course approval applications for schools were processed. Between June 1, 2017, and August 31, 2017, 0 course approval applications for students were processed.

### **Academic Standards Degree Committee**

*Chair: Gary Gannon*

- Between June 1, 2017, and August 31, 2017, 0 course approval applications for schools were processed. Between June 1, 2017, and August 31, 2017, 6 course approval applications for students were received and are currently under review.

### **CHRE Review Committee**

*Chair: Bob Canuel*

- The number of CHREs currently stands at 254. The target for 2017 is 280.
- Between June 1, 2017, and August 31, 2017, fourteen Phase II CHRE applications were reviewed by the CHRE Review Committee and the results are currently being finalized.

### **Challenge Exams**

- Challenge exams will be written from September 11 to September 13, 2017
- There are a total of 65 challenge exam registrants in September 2017.

### **Breakdown by month**

<b>Month</b>	<b>Registrants</b>	<b>Pass</b>	<b>Pass Rate</b>
February 2017	52	37	71.2%
May 2017	58	28	48.3%
September 2017	65	TBD	TDB



### Breakdown by subject

Subject	Registrants	Pass	Pass Rate
Training and Development	11	TBD	TDB
Compensation	9	TBD	TDB
Organizational Behaviour	10	TBD	TDB
Finance and Accounting	8	TBD	TDB
Recruitment and Selection	3	TBD	TDB
Human Resources Management	7	TBD	TDB
Human Resources Planning	5	TBD	TDB
Occupational Health and Safety	7	TBD	TDB
Labour Relations	5	TBD	TDB
<b>Total</b>	<b>65</b>	TBD	TDB

### Exams

Comprehensive Knowledge Exam 1	Candidates	Pass	Pass Rate	Reliability
Feb/March 2017	91	45	50.55%	.89
June 2017	180	122	67.78%	.89
October 2017	TBD	TDB	TBD	TDB
<b>Total 2017</b>	TBD	TDB	TBD	TDB

Comprehensive Knowledge Exam 2	Candidates	Pass	Pass Rate	Reliability
March 2017	106	63	59.43%	.928
June/July 2017	249	173	69.47%	.928
October 2017	TBD	TDB	TBD	TDB
<b>Total 2017</b>	TBD	TDB	TBD	TDB

CHRP Employment Law Exam	Candidates	Pass	Pass Rate	Reliability
September 2016	246	229	93.1%	.83
January 2017	147	139	94.6%	.80
May 2017	132	125	94.7%	.79
September 2017				
<b>Total</b>	<b>525</b>	<b>493</b>	<b>93.90%</b>	

<b>CHRL Employment Law Exam</b>	<b>Candidates</b>	<b>Pass</b>	<b>Pass Rate</b>	<b>Reliability</b>
September 2016	293	234	79.9%	.85
January 2017	143	116	81.1%	.78
May 2017	162	146	90.12	.76
September 2017				
<b>Total</b>	<b>598</b>	<b>496</b>	<b>82.94%</b>	

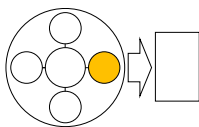
### **Job Ready Program**

Between June 1, 2017, and August 31, 2017, 245 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. A certificate issuance commenced in August, and members were scheduled to receive their certificates by mid-September. An email went out to 277 members in August notifying them that they could expect to receive their certificates during this issuance.

	<b>CHRP</b>	<b>CHRL</b>	<b>CHRE</b>	<b>Total</b>
<b>February 2017</b>	127	42	1	170
<b>May 2017</b>	237	65	3	305
<b>August 2017</b>	208	64	5	277
<b>November 2017</b>				
<b>Total</b>	572	171	9	752



### **Quality assurance and compliance verification**

#### **Special report on the rates of compliance with obligations set out by HRP A on the part of members and registered students**

Because of the importance of this topic, the Office of the Registrar created a *Special report on the rates of compliance with obligations set out by HRP A on the part of members and registered students*.

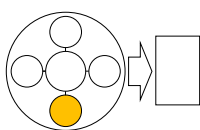
Therefore, only the key findings are reported here. Those wishing to see the detailed calculations are directed to this *Special report*.

Obligation	2016
Proportion of members and registered students with complete and accurate contact information (compliance with requirement to keep contact information up to date)	Unknown
Proportion of members and registered students that have promptly and accurately the occurrence of events listed under self-reporting obligations	Unknown
Compliance rate for requirement to notify Registrar of bankruptcies and insolvency events set out in Act <sup>1</sup>	1.7%
Compliance rate for professional liability insurance requirement as enabled in the Act and set out in By-laws <sup>2</sup>	38.3%
Proportion of resignations as a proportion of non-renewals (compliance with requirement to resign as opposed to just not paying one's dues)	28.3%
Compliance rate with Continuing Professional Development (CPD) requirement as set out in the By-laws	97.4%

### Continuing Professional Development

*Chair: Vito Montesano*

- There were 3090 designated members due to submit their CPD Log by May 31, 2017. Of those, 2830 designated members have submitted their CPD log as of August 31, 2017.
- $2830/3090 = 91.6\%$ , however, some members who did not submit a log have no intention to remain members of the Association but have not submitted their resignation, these members will be revoked on September 30, 2017. This will reduce the denominator and therefore increase the compliance rate—therefore the true compliance rate will only be known after September 30, 2017.



### Complaints and discipline (including capacity and review)

#### Complaints Committee

*Chair: Rahim Shamji*

There was one complaint filed in Q3 2017 and two complaints continue through the investigation stage of the process. While there has only been one formal complaint submitted in Q3, there have three complaints submitted to HRPAA this quarter that have incomplete information (missing forms and/or evidence). Staff have been working with the complainants in each of these cases to ensure complete and concise complaints are submitted. In Q2 2017, HRPAA received five complaints.

**Summary of complaints activity so far in 2017**

	2016	2017				2017
	Total	Q1	Q2	Q3	Q1	Total
Number of complaints filed	9	0	5	1		6
Number of complaints closed	7	2	0	3		5
Average time to dispose of complaint(s) (days)	116	170	0	103		

**Complaints disposed of in Q3 2017**

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C-2017-1	March 20, 2017	The member was alleged to have used excessive force, intimidation, hostility, abuse, harassment, bullying, coercion tactics and malice to get the complainant to sign an employment contract that was inaccurate. The member is also accused of not maintaining competence in her responsibilities as an HR professional and did not provide services in an honest and diligent manner.	June 26, 2017 - No referral to discipline however the panel provided advice to the member regarding communication best practices and the importance of clear communication as a Certified Human Resources Leader. It is incumbent as a Certified Human Resources Leader to communicate important information in a manner that is easily understood by any applicant or person engaged in the process
C-2017-3 <sup>1</sup>	April 6, 2017	The member was alleged to have colluded with the complainant's manager to push the complainant out of the organization, which resulted in the complainant's termination.	July 19, 2017 - No referral to Discipline, no evidence to support professional misconduct
C-2017-4	April 6, 2017	The member was alleged to have colluded with the complainant's manager to push the complainant out of the organization, which resulted in the complainant's termination.	July 19, 2017 - No referral to Discipline, no evidence to support professional misconduct

**Complaints not yet disposed of**

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C-2017-6	August 21, 2017	The member is alleged to have refused to conduct an investigation after an employee reported a case of workplace sexual harassment.	August 31, 2017 – complaint is stayed pending resolution of a third party legal proceeding
C-2017-2	April 4, 2017	The member is alleged to have engaged in harassing behaviour and deliberately sabotaging the complainant's role, which led to the	In investigation stage

<sup>1</sup> C-2017-3 and C-2017-4 are two identical complaints filed by the same individual against two different members

		termination of the complainant's employment.	
C-2017-5	April 21, 2017	The member is alleged to have acted in a manner that is hostile and unprofessional. The member is alleged to have slandered the complainant's name to other employees within the same office.	In investigation stage

**Average number of days to dispose of a complaint**

C-2017-1 was disposed of in 97 days. C-2017-3 and C-2017-4 were disposed of in 105 days, for a mean of 103.2 days.

**Discipline Committee**

*Chair: Stephanie Izzard*

There were no new referrals to the Discipline Committee in Q3.

**Capacity Committee**

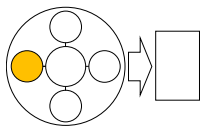
*Chair: Stephanie Izzard*

There were no new referrals to the Capacity Committee in Q3.

**Review Committee**

*Chair: Susan Bryson*

There were seven new referrals to the Review Committee in Q3 which are currently awaiting a Panel review. Two referrals were made in 2016: R-2016-1 was made on September 22, 2016, and R-2016-2 was made on September 28, 2016. For both cases, the Review Committee has requested more information before rendering its decision.



**Stakeholder relations**

**Regulatory Affairs newsletter**

The Summer 2017 issue of the *Regulatory Affairs* newsletter was published June 15, 2017.

The Regulatory Affairs newsletter publication schedule for 2017 is as follows:

Spring 2017 <i>Regulatory Affairs</i> newsletter	March 15, 2017
Summer 2017 <i>Regulatory Affairs</i> newsletter	June 15, 2017
Fall 2017 <i>Regulatory Affairs</i> newsletter	September 15, 2017
Winter 2017 <i>Regulatory Affairs</i> newsletter	December 15, 2017

### **Q3 Office of the Registrar Webinars**

HRPA's Office of the Registrar offers two series of webinars.

- The *Understanding Professional Regulation* series explores various topics relating to HRPA's mandate as a professional regulatory body. These webinars are approved for CPD credit.
- The *How-To* series guides candidates through various Office of the Registrar processes and applications. These webinars are not approved for CPD credit.

#### **HRPA's meta-strategy**

June 1, 2017

A meta-strategy is an overarching strategy that determines which other strategies to use in a given situation. Strategies are revisited and updated every three to five years, but meta strategies have life spans which are measured in decades. HRPA has been pursuing the same meta strategy since 1976. This webinar will consider HRPA's meta strategy, the progress we have made against this meta-strategy, and how it might all evolve from here. We will also consider what individual members can do to move the meta strategy forward.

#### **Decoding HRPA's objects**

June 8, 2017

HRPA's objects are its mission, its mandate, its *raison d'être*. But objects, what they are and how they work, are poorly understood. If this webinar accomplishes what it sets out to accomplish, you will never look at HRPA's objects in quite the same way as before. You will have a deeper insight as to what these objects mean and why these objects are important to the HRPA and to you as a member.

#### **The big debate: Business partner v. professional role**

June 15, 2017

In January 2017, HRPA canvassed its members as to what topics they would like the Office of the Registrar to tackle in future webinars—this is the topic that made it to the very top of the list. This debate has been with the profession for decades. To set expectations more clearly, this webinar will not put an end to the debate or resolve the fundamental issues. The aim of this webinar is to present new research and new perspectives on the debate. Also, there is an interesting link between the Registered Human Resources Professionals Act, 2013, and the business partner v. professional role debate that will be explored.

**What members have to say about HRPAs as a professional regulatory body: Results from the 2017 HRPAs Member Survey**

June 22, 2017

Every year, HRPAs conducts an annual member survey. This year the survey included a number of new and interesting questions relating to HRPAs's identity as a professional regulatory body. This webinar will look at members' opinions on those questions relating to HRPAs's identity as a professional regulatory body and try to decode what responses mean.

**The requirement to notify the Registrar of bankruptcies and insolvency events—with special guest Rebecca Durcan, Partner, Steinecke Maciura LeBlanc**

June 29, 2017

The Registered Human Resources Professionals Act, 2013, and the HRPAs By-laws require members and firms registered with HRPAs to notify the Registrar of any bankruptcy or insolvency event. This sounds drastic—how did this come about? Join Claude Balthazard, VP Regulatory Affairs and Registrar, HRPAs, and Rebecca Durcan, partner with Steinecke, Maciura, LeBlanc and HRPAs's regulatory counsel, in this candid and informative webinar.

**Quarterly designation update**

July 6, 2017

This webinar will attempt to answer questions about the implementation of the new CHRP, CHRL, and CHRE certification processes, such as what is the difference between the CHRP and CHRL, what has happened since October 2014 and what will happen next, what does the coursework requirement look like and how does continuing professional development work for CHRPs, CHRLs and CHREs.

## 2017 OOTR webinar series

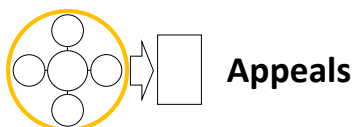
<b>OOTR Winter-Spring Webinar series</b>	<b>Date</b>	<b>Registrants</b>	<b>Attendees</b>
Discipline: How Does it Work? (with Rebecca Durcan)	February 15, 2017	1272	780
Appeals: How Do They Work	February 23, 2017	939	539
The Professional Liability Insurance Requirement Explained	March 15, 2017	949	539
Investigations: A Conversation with Dean Benard	March 30, 2017	1186	519
Update on the new CHRP, CHRL, and CHRE Certification Process	April 6, 2017	1288	500
Renewal, Resignation, Suspension, Revocation, Reinstatement and Re-achievement	April 20, 2017	1050	482
<b>Total OOTR Winter-Spring Webinar series</b>		<b>6684</b>	<b>3359</b>

<b>OOTR Summer Webinar series</b>	<b>Date</b>	<b>Registrants</b>	<b>Attendees</b>
HRPA's Meta Strategy	June 1, 2017	574	348
Decoding HRPA's Objects	June 8, 2017	543	331
The big debate: Business Partner v. Professional Role	June 15, 2017	857	468
What members have to say: Results from the 2017 HRPA Member Survey	June 22, 2017	587	314
Bankruptcy and Insolvency	June 29, 2017	447	241
Designation Update	July 6, 2017	798	362
<b>Total OOTR Summer Webinar series</b>		<b>3806</b>	<b>2064</b>

<b>'How-to' series (so far)</b>	<b>Date</b>	<b>Registrants</b>	<b>Attendees</b>
The Coursework Requirement Explained	April 26, 2017	187	98
The CPD Requirement Explained	May 16, 2017	483	283
The Validation of Experience Requirement	May 24, 2017	465	236
The CHRE Requirement	May 30, 2017	233	121
<b>Total 'How-to' series (so far)</b>		<b>1368</b>	<b>738</b>

<b>Total 2017 so far</b>		<b>11858</b>	<b>6191</b>
--------------------------	--	--------------	-------------





## Appeals Committee

*Chair: Kim Pepper*

*Committee Composition - 2 new members of the Appeal Committee were appointed in Q3. 1 public rep of the Appeal committee has resigned and 1 member has chosen to step down as she has left the field of Human Resources.*

In the third quarter, the Appeal Committee received 2 appeals both of which are decisions of the Complaints Committee, which will follow the written submission process. Both appeals submitted in Q3 have been provided to the Chair of the Appeal Committee. They are currently with the Chair.

An appeal filed in October of 2016 remains ongoing, the committee held a pre-hearing conference on August 9, 2017, and a hearing date has been scheduled for November 16 and November 21, 2017.

The appeal committee disposed of 4 appeals: 3 Experience Assessment Committee decisions and 1 decision of the Registrar, by issuing the decisions in Q3. These appeals were filed prior to Q3, however, the decisions were released during this quarter.

	<b>Date Appeal Filed</b>	<b>The nature of the appeal</b>	<b>The outcome of the appeal</b>
A-2017-9	July 26, 2017	Appealing the decision of the Complaints Committee not to refer to the matter to discipline	Request for Appeal is currently with the Chair.
A-2017-10	March 14, 2017	Appealing 2 separate decision(s) of the Complaints Committee not to refer the matter to discipline regarding 2 HRPAs members. Appellant has claimed that not all documents were considered and/or avoided and also claims discrimination.	Request for Appeal is currently with the Chair.

## Analysis of appeal decisions

Outcomes	
Total number of requests for appeal received between June 1, 2017, and August 31, 2017	2
Total number of final appeal decisions released between June 1, 2017, and August 31, 2017	4
Decisions for HRPAs	3
Decisions against HRPAs	1
Requests for appeal withdrawn by Appellant	0
Association not contesting the appeal	0

Below are the reasons for the decisions that were released in Q3:

**1. *The Appeal committee upheld the decision of the Experience Assessment Committee regarding a Validation of Experience Application.***

The appellant claimed the decision was not made accurately as 0 months were granted for experience. The claim of oversight by the committee as professional level experience was demonstrated. The appeal committee could find no fault in the process that was applied so the original decision was upheld and the appeal dismissed.

**2. *The Appeal Committee upheld a decision of the Experience Assessment Committee regarding a Validation of Experience Application.***

The appellant wished to have her experience re-evaluated with the competencies that have been highlighted in the application. The appeal committee could find no fault in the process that was followed so the original decision was upheld and the appeal dismissed.

**3. *The Appeal Committee overturned a decision of the Registrar regarding the reinstatement of her designation.***

The decision was appealed on the basis that the CHRL designation re-application was flawed, unreasonable and contrary to rules of natural justice in these circumstances. The appeal committee ordered the Registrar to reinstate the appellant's CHRL designation upon the appellant's resumption of HRPAs membership provided that the appellant resumes her membership within 2 years of revocation date i.e. September 29, 2017, and provide evidence of having completed the required Continuing Professional Development Activities as required by the 2015 Bylaws. If the appellant fails to resume her HRPAs membership before September 29, 2017, this remedy will no longer be available to her.

The Appeal committee determined it would be unfair to deny the appellant her CHRL designation based on Bylaws and policy that were not in effect at the time of the appellant's CHRL designation was revoked, and that were not communicated to the appellant in any of the letters sent to her by the HRPAs when her membership and designation were suspended and revoked.

**4. *The appeal committee accepted a joint submission made by the appellant and the association regarding a request for an appeal filed on a decision of the Experience Assessment Committee – Validation of Experience Application. The joint submission was accepted by the committee in Q3.***

The Appellant filed an Appeal from the decision of the Experience Assessment Committee dated December 20, 2016, in relation to her Application for Validation of Experience (“VOE”) dated October 28, 2016. An issue arose in the appeal about the outcome of a VOE Application which had been submitted by a different member of the Association. That member allegedly had similar work experience to the Applicant and was apparently given credit for all or part of that experience by a panel of the Experience Assessment Committee.

By letter dated April 19, 2017, the Appellant was asked to confirm whether she intended to bring a motion to submit fresh evidence (in relation to the other member’s VOE application results) in support of her appeal.

Subsequently, the Association advised the Appellant that it was not contesting her Appeal. By letter dated May 19, 2017, the Association advised the Appeal Committee that the Appellant and the Association have agreed on the outcome of the Appeal. Specifically, the Appellant is at liberty to re-submit her Application for Validation of Experience to a newly constituted panel of the Experience Assessment Committee within the next two years. Such Application shall be free of charge. In any re-submission, the Appellant is at liberty to rely on new information which was not included in her initial Application.

Based on the consent of the parties, the Appeal Panel hereby orders:

- The Appellant may resubmit her validation of experience application to a new panel of the Experience Assessment Committee free of charge within a period of two years from the date of this letter.
- The Appellant is at liberty to submit additional information which was not included in her original VOE application as part of any resubmission

The Appeal Panel notes that this decision in no way prevents the Appellant from filing a subsequent appeal in respect of any decision resulting from a re-submissions of her Application for Validation of Experience to a newly constituted panel of the Experience Assessment Committee.

## Q2 2017 Regulatory Committee Activity Summary Table

	June 1, 2017 – August 31, 2017			
	Cases started before June 1, 2017	New cases for the period of June 1, 2017, to Aug 31, 2017	Cases disposed of in the period of June 1, 2017, to Aug 31, 2017	Cases outstanding as of Aug 31, 2017
Registration committee	0	7	8	2
Experience assessment committee	58	117	92	83
CPD committee - annual audit*	98	1	52	33
Academic standards committee	9	28	22	6
CHRE review committee	14	4	0	18
Complaints committee	2	1	3	3
Discipline committee	2	0	1	1
Capacity committee	1	0	1	0
Review committee	2	7	0	9
Appeal committee	7	2	4	5

\*The audit process was recently revised so the audit now occurs in the summer. Audit notifications were released early May 2017. 95 members have been selected for the audit. The first audit meeting is now scheduled for June 28, 2017.