



Registrar’s Report for 2018 Q2

May 31, 2018

Table of Contents

Trends and issues	1
Special section on compliance	4
2018 Q2 OOTR activity by the numbers	6
Public register	7
Function-by-function review	9
Policy development	9
Registration and certification	9
Quality assurance and compliance verification	14
Complaints and discipline (including capacity and review)	15
Stakeholder relations	18
Appeals	19

Trends and issues

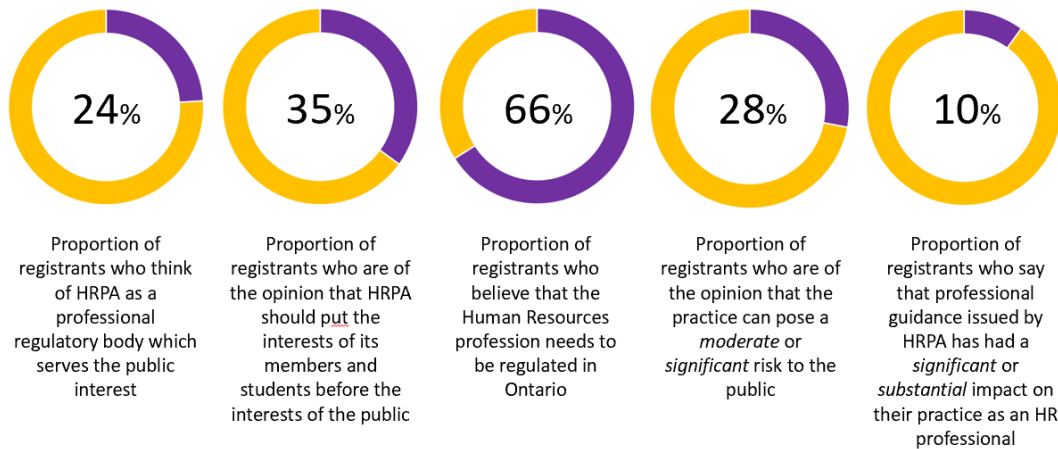
The Regulatory Outcome Scorecard

- The Regulatory Outcomes Scorecard was completed. This report completes the “*Measuring the performance of HRPAs as a professional regulatory body*” project which was begun in January 2017.
- Completing the scorecard required collecting data on questions that had not been the subject of attention before:
 - In January 2018, HRPAs commissioned Ipsos to conduct public opinion surveys on Ontarians’ perceptions of the Human Resources profession and Human Resources professionals.
 - In February 2018, HRPAs commissioned Signals Regulatory Solutions to conduct interviews with 100 registrants on their attitudes towards professional regulation and HRPAs as a professional regulatory body.

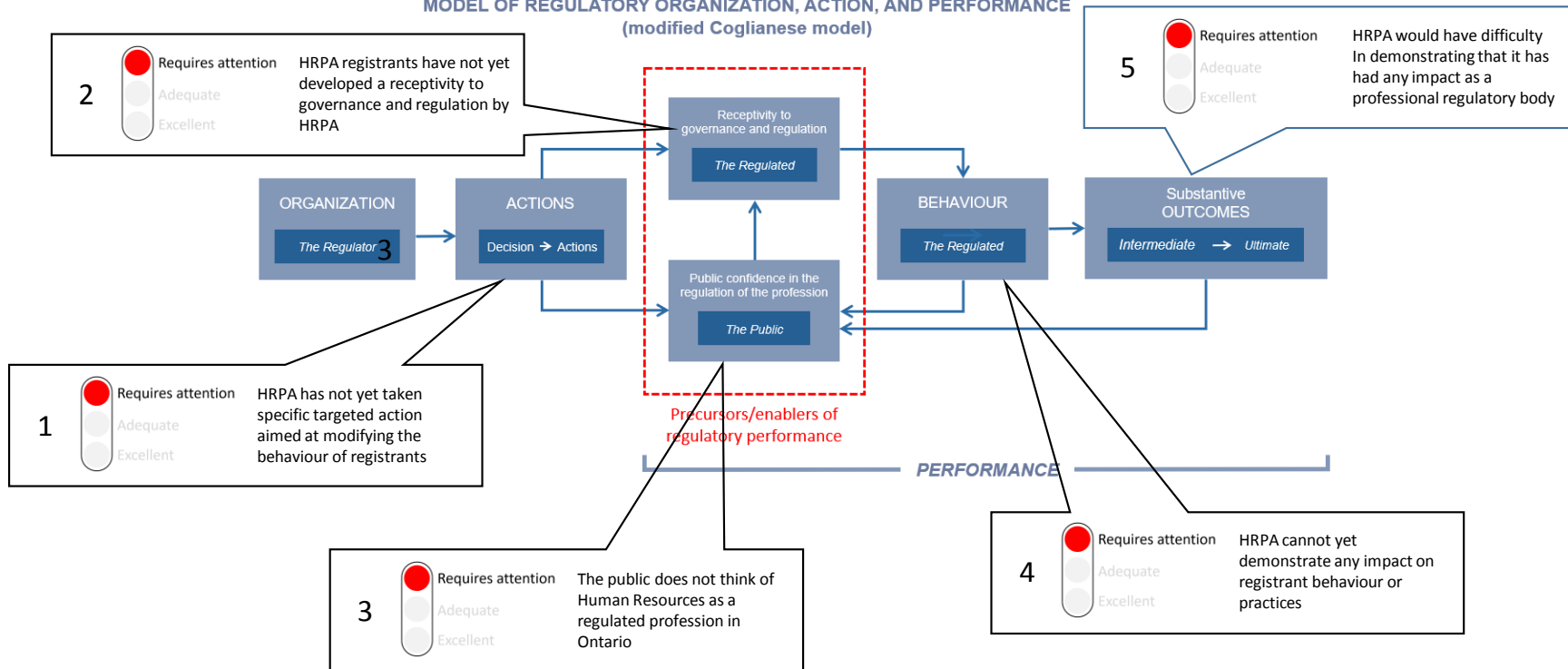
- An assessment of HRPAs performance as a professional regulatory body based on a causal model of regulatory performance was presented.
- As a professional regulatory body that is just beginning to understand its mandate, one could not expect HRPAs to have a high level of performance as a professional regulatory body, and that is exactly what was found. The Scorecard does provide a useful model by means of which to assess progress as a professional regulatory body, however.

The 2018 HRPAs Member and Student survey

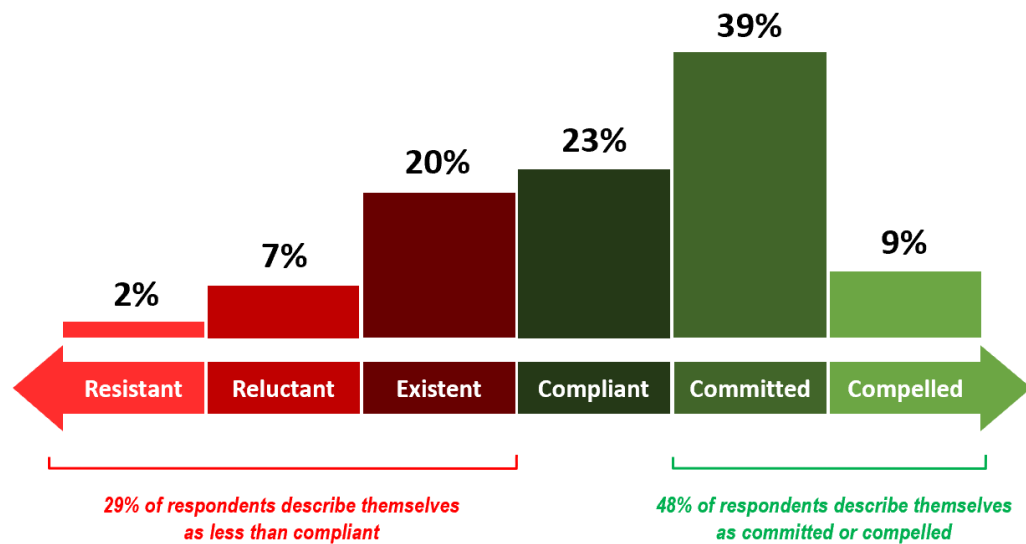
- The 2018 HRPAs Member and Student Survey was conducted in April. There were 2,891 respondents for a response rate of 12.1%.
- The results show that there is still a long way to go:
 - 24% of HRPAs registrants think of HRPAs as a professional regulatory body which serves the public interest
 - 35% of HRPAs registrants are of the opinion that HRPAs should put the interests of its members and students before the interest of the public
 - 66% of HRPAs registrants believe that the Human Resources profession needs to be regulated in Ontario
 - 28% of HRPAs registrants are of the opinion that the practice of the Human Resources profession can pose a moderate or significant risk to the public
 - 10% of HRPAs registrants agree that professional guidance issued by HRPAs has had a significant or substantial impact on their practice as a Human Resources professional



**MODEL OF REGULATORY ORGANIZATION, ACTION, AND PERFORMANCE
(modified Coglianese model)**



“Given the following attitude towards professional regulation continuum, where would you say you fall on the continuum?”



Source: Janssen Sports Leadership Center, <http://www.janssensportsleadership.com>

The LinkedIn series of articles



- The LinkedIn series of articles continued in Q2 with the following articles:
- The article that generated the most interest was “Seven reasons why members and students are confused about HRPAs identity as a professional regulatory body” which received 315 clicks

65.	When incidental outcomes are mistaken for purposes	March 2, 2018
66.	Seven reasons why members and students are confused about HRPAs identity as a professional regulatory body	March 9, 2018
67.	WIIFM thinking is corrosive to professional regulatory bodies	March 16, 2018
68.	Bang for the buck: What does it mean for professional regulatory bodies?	April 11, 2018
69.	HRPA has the lowest rate of complaints of all professional regulatory bodies in Ontario: Is that good or bad?	April 17, 2018
70.	Members are not customers	April 24, 2018
71.	Compliance	May 1, 2018
72.	What is the difference between a designation and a profession?	May 8, 2018
73.	“What does regulation actually mean for us in plain language?”	May 17, 2018
74.	Who said education can’t be regulation?	May 22, 2018
75.	The differences between professional regulatory bodies and professional associations revisited	May 29, 2018

Special section on compliance

At the December 11, 2017 meeting of the HRP Board of Directors, the Board passed a motion that the Registrar be instructed to include an update on levels of compliance in all subsequent Registrar's Reports. The Annual Member and Student Survey provides information which allows HRP to calculate compliance rates for the Professional Liability Insurance requirement and the requirement to notify the Registrar of bankruptcies and insolvency events. Two reports were tabled at the May 24, 2018, meeting of the Board:

- 2018 Compliance with the professional liability insurance requirement
- 2018 Compliance with requirement to notify Registrar of bankruptcies and insolvency events

The Professional Liability Insurance requirement

- The compliance rate for the Professional Liability Insurance requirement remains unchanged from 2017. A compliance rate of .38 is dramatically low, especially when we consider that the requirement has been in place since 2009. Target compliance should be .95 or better.

The requirement to notify the Registrar of bankruptcies or insolvency events

- The number of notifications of bankruptcies and insolvency events received by the Registrar between April 1, 2017, and March 31, 2018 (the 12 month period preceding the 2018 HRP Member and Student Survey) was 17.
- In the 12 months before the launch of the 2018 HRP Member and Student Survey, the compliance rate with the requirement to notify the Registrar of bankruptcies and insolvency events was 10.2%. This, of course, is very low. Nonetheless, one could think of this as a 'new' requirement although it has been in place since November 2013.

Self-reports of compliance overestimate actual compliance by a wide margin

An important and consistent finding is that self-reports of compliance, for both the Professional Liability Insurance requirement and the requirement to notify the Registrar of bankruptcies and insolvency events, is that self-reports of compliance overestimate actual compliance by a wide margin.

- When asked, 65% of registrants who are subject to the Professional Liability Insurance requirement will say that they have complied with the requirement, yet only 38% do.
- When asked, 78% of members say they would notify the Registrar of a bankruptcy or insolvency event, yet only 10% do.

OOTR activity summary

Table 1: 2018 Q2 OOTR activity by the numbers

Activity	Count
Number of exams administered	492
Certificates issued	356
Candidates completing Job Ready program	243
Resignations processed	186
Applications referred to Experience Assessment Committee	179
Number of courses reviewed by the Academic Standards Committee	29
Referrals to CHRE Review Committee	21
Referrals to Registration Committee	6
Referrals to Complaints Committee	6
Referrals to Review Committee	5
Regulatory Webinars Completed	2
Referrals to Appeal Committee	1
Regulatory Newsletters issued	1
Revocations for non-payment of dues	0
Designation revocations due to CPD non-compliance	0
Number of CPD logs to be audited by CPD Committee	0
Referrals to Discipline Committee	0
Referrals to Capacity Committee	0

Public register

Table 2: Registration by category

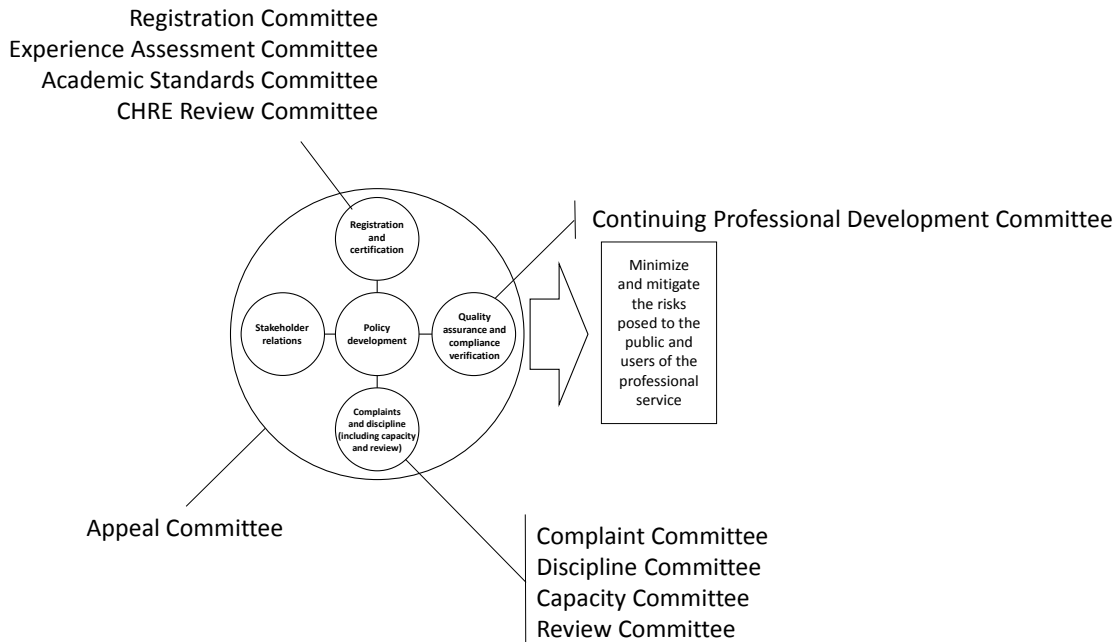
	A	B	C	D	E	F	G
				Since beginning of Fiscal 2017/2018		Year-over-year	
	1-Dec-17	29-May-17	31-May-18	Gain since 1-Dec-17	Percent Gain since 1-Dec-17	Gain Since 29-May-17	Percent Gain since 29-May-17
Students (registered but not members)	2640	3018	3143	503	19.1%	125	4.1%
Undesignated Members	5759	6600	6543	784	13.6%	-57	-0.9%
Practitioner	5536	6341	6268	732	13.2%	-73	-1.2%
Allied Professional	223	259	275	52	23.3%	16	6.2%
Designated members	14717	14979	14970	253	1.7%	-9	-0.1%
Highest designation CHRP (including CHRP retired)	5395	5365	5536	141	2.6%	171	3.2%
Highest designation CHRL (including CHRL retired)	9053	9354	9157	104	1.1%	-197	-2.1%
Highest designation CHRE (including CHRE retired)	269	257	277	8	3.0%	20	7.8%
Total members	20476	21576	21513	1037	5.1%	-63	-0.3%
Total registrants	23116	24594	24656	1540	6.7%	59	0.2%
Students as a proportion of registrants	11.4%	10.9%					
Designated members as a proportion of membership	71.9%	69.6%					
Designated members as a proportion of registration	63.7%	62.1%					

Table 3: Registration by province as of May 31, 2018*

	Ontario	Alberta	Quebec	British Columbia	Nova Scotia	New Brunswick	Saskatchewan	Manitoba	Northwest Territories	Newfoundland and Labrador	Prince Edward Island	Nunavut	Yukon	All provinces
Students (registered but not members)	2987	44	11	4	1	2	2	1	0	0	0	0	0	3052
Undesignated Members	6271	50	33	23	10	0	6	3	1	6	1	3	1	6408
Practitioner	6006	48	30	22	10	0	6	3	0	5	1	3	1	6135
Allied Professional	265	2	3	1	0	0	0	0	1	1	0	0	0	273
Designated members	14532	64	62	43	15	9	11	3	2	2	4	3	3	14753
Highest designation CHRP (incl. CHRP retired)	5410	24	16	19	6	3	5	2	1	1	3	0	2	5492
Highest designation CHRL (incl. CHRL retired)	8863	37	44	22	9	6	6	1	1	1	1	3	1	8995
Highest designation CHRE (incl. CHRE retired)	259	3	2	2	0	0	0	0	0	0	0	0	0	266
Total members	20803	114	95	66	25	9	17	6	3	8	5	6	4	21161
Total registrants	23790	158	106	70	26	11	19	7	3	8	5	6	4	24213
Total registrants (June 7, 2017)	23878	229	102	74	21	15	13	10	4	4	3	5	3	24361
Year-over-year	-88	-71	+4	-4	+5	-4	+6	-3	-1	+4	+2	+1	+1	-148

* Please note that this table only reflects registrants from within Canada for whom we have a record of their province of residence. It does not take into consideration registrants residing outside of Canada or registrants for whom contact information may be incomplete. Those registrants are reflected in Table 2 – Registration by Category above, which shows all current registrants by registration category.

Function-by-function Review



- There was no activity in policy development in Q2 2018.



Registration Committee

Chair: Frank Tancredi

- There were six cases prior to the start of Q2 (March 1, 2018 to May 31, 2018).
- There were six referrals to the Registration Committee between March 1, 2018 and May 31, 2018.
- The Registration Committee disposed of six cases in Q2.
- There are eight cases outstanding at the end of Q1 – five awaiting panel review and three in the information gathering stage (it has not yet been determined whether these five will be referred to the Registration Committee).

Experience Assessment Committee

Chair: Mark Seymour

- Between March 1, 2018 and May 31, 2018, 158 applicants were provided with their results from the January 31st, February 28th, and March 31st submission deadlines.

Validation of experience applications successful	76	63.3 %
Validation of experience applications unsuccessful	44	36.7%
Total	120	100.0%
Alternate Route applications successful	23	60.5%
Alternate Route applications unsuccessful	15	39.5%
Total	38	100%

**Pass rates don't reflect results from the April/May applications because those will be released in June and July respectively

- Between March 1, 2018 and May 31, 2018, 108 Validation of Experience and Alternate Route applications were received and processed in total (sent to the Experience Assessment Committee for review).
- We have received 71 of applications for the May 31st, 2018 submission deadline. These applications are still under review for completeness and only those applications that are complete will be forwarded to the Experience Assessment Committee. The applications that are complete will be reflected on the next Registrar's report.

Academic Standards Diploma Committee

Chair: John Hardisty

- There were no course approval applications for schools or students referred to the Academic Standards Diploma Committee between March 1, 2018, and May 31, 2018.

Academic Standards Degree Committee

Chair: Carolyn Capretta

Committee Composition – Gary Gannon, the previous Chair of the Academic Standards Degree Committee, is stepping down in order to pursue new and exciting opportunities that require an increased time commitment. Carolyn Capretta, who previously held the position of Committee Vice-Chair, will be taking on the role of Chair of the Academic Standards Degree Committee. The Committee is currently recruiting for at least three to four new members for this committee and will be looking to add a Vice-Chair.

- Between March 1, 2018, and May 31, 2018, two course approval applications for schools were received and approved. Between March 1, 2018 and May 31, 2018, four course approval

applications for students were processed and two were approved, and one decision was deferred to the June course review meeting as additional information and consideration was needed by the Committee.

- In Q2 there was one course approval application for schools that was received and will be reviewed at the June course review meeting. There were two course approval applications for students that were received, and one deferred course approval application that will be reviewed at the June course review meeting.

CHRE Review Committee

Chair: Bob Canuel

- The number of CHREs currently stands at 277
- Between March 1, 2018 and May 31, 2018, 15 Phase II CHRE applications were reviewed by the CHRE Review Committee. Three applications were successful and the CHRE designation was granted. Five CHRE designations were also granted through the CHRE invitation route.

Exams

2018 Exam schedule

	Window	
CHRP Employment Law Exam (ELE 1)	Jan 8 – Jan 22	Q1
CHRL Employment Law Exam (ELE 2)	Jan 15 – Jan 29	
CKE 1	Feb 12 to Feb 26	
CKE 2	March 5 – March 19	Q2
CHRP Employment Law Exam (ELE 1)	May 7 – May 21	
CHRL Employment Law Exam (ELE 2)	May 14 – May 28	
CKE 1	June 4 – June 18	Q3
CKE 2	June 25 – July 9	
CHRP Employment Law Exam (ELE 1)	Sept 10 – Sept 24	Q4
CHRL Employment Law Exam (ELE 2)	Sep 17 – October 1	
CKE 1	October 9 – October 23	
CKE 2	October 29 – November 12	

Certification Exams

Comprehensive Knowledge Exam 1 (CKE 1)	Candidates	Pass	Pass Rate	Reliability
Feb 2018	165	106	64.24%	.92
June 2018				
October 2018				

Comprehensive Knowledge Exam 2 (CKE 2)	Candidates	Pass	Pass Rate	Reliability
March 2018	181	114	62.98%	.93
June/July 2018				
October/November 2018				

CHRP Employment Law Exam	Candidates	Pass	Pass Rate	Reliability
January 2018	120	115	95.83%	.76
May 2018	122			
September 2018				

CHRP Employment Law Examination window ended on May 21st. Results to be released on June 8th, 2018 and included in Q3.

CHRL Employment Law Exam	Candidates	Pass	Pass Rate	Reliability
January 2018	202	174	86.14%	.76
May 2018	160			
September 2018				

CHRL Employment Law Examination window ended on May 28th. Pass mark has not yet been established and will be included in Q3.

Challenge Exams

- Challenge exams were held from May 7th to May 9th, 2018.
- There were a total of 71 challenge exam writers in May 2018.

Breakdown of Challenge Exam results by month

Month	Registrants	Pass	Pass Rate
January 2018	60	39	65%
May 2018	71	40	56.34%
September 2018			

Breakdown of Challenge Exam results by subject

Subject	Registrants	Pass	Pass Rate
Training and Development	10	2	20%
Compensation	6	3	50%
Organizational Behaviour	6	5	83.33%
Finance and Accounting	6	0	0%
Recruitment and Selection	13	7	53.95%
Human Resources Management	8	6	75%
Human Resources Planning	8	6	75%
Occupational Health and Safety	11	9	81.82%
Labour Relations	3	2	66.67%
Total	71	40	

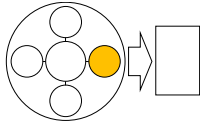
Job Ready Program

Between March 1, 2018 and May 31, 2018, 243 registrants completed the Job Ready Program and were granted the CHRP designation.

Issuance of Certificates

Certificates are issued for all three levels of designation: CHRP, CHRL, and CHRE. A certificate issuance commenced in May, and members were scheduled to receive their certificates by mid-June. An email went out to 356 members in February notifying them that they could expect to receive their certificates during this issuance.

	CHRP	CHRL	CHRE	Total
February 2018	53	68	10	131
May 2018	254	94	8	356
August 2018				
November 2018				
Total	307	162	18	487

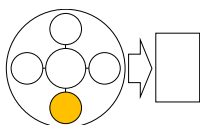


Quality assurance and compliance verification

Continuing Professional Development

Chair: Vito Montesano

- There are 5960 designated members due to submit their CPD Log by May 31, 2018. Of those, 4680 designated members submitted their CPD log as of May 31, 2018.
- Calculation of the compliance rate for the CPD requirement involves making some assumptions. Some members will not comply with the CPD requirement because they no longer intend to renew their membership in HRPAA (and will resign or be revoked), others, knowing that they have not kept up with their CPD requirement, will not renew their membership in HRPAA. It is not possible to tell which is which.
- At the beginning of this quarter there were 42 outstanding CPD applications from the 2017 CPD audit. Of the 42:
 - a total of 32 applications have been disposed;
 - 1 application is pending, awaiting additional documentation;
 - 1 member was granted an extension;
 - 2 members that were selected for the 2017 audit originally did not comply but have since provided the required details and have been added to the 2018 CPD audit; and
 - 6 members did not comply with the audit requirement. Out of the 6 members, 2 were revoked in October 2017 due to non-renewal and the other 4 members will be part of the suspension/revocation process in June 2018.
- To date, a total of 171 members who were due to submit their CPD log by May 31, 2018 have applied for and were granted an extension. An additional 12 extension requests are currently in queue for review and 5 extension requests have been forwarded to the CPD committee for consideration.



Complaints and discipline (including capacity and review)

Complaints Committee

Chair: Rahim Shamji

- There was one open complaint prior to the start of Q1 (December 1, 2017 to February 28, 2018):
 - This complaint continues to be on hold pending the resolution of a civil lawsuit between the two parties to the complaint.
- In Q2, six new complaints were registered and are currently in the information gathering stage. Details for each case can be found below.

Summary of complaints activity in 2018

	2017	2018				2018
	Total	Q1	Q2	Q3	Q4	Total
Number of complaints filed	6	4	6			10
Number of complaints closed	8	2	0			2
Average time to dispose of complaint(s) (days)	145	118	N/A			

There were no complaints cases disposed of in Q2 2018

New Complaints registered in Q2 2018

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C-2018-5	March 8, 2018	It is alleged that the member has acted in a harassing, intimidating and threatening manner and her behaviour is unbecoming of an HR professional.	
C-2018-6	May 1, 2018	It is alleged that the member has acted in a manner that is unbecoming of a Human Resources Professional, denying the applicant a chance to speak in a meeting or to meet with the member to discuss previous correspondence or to have a witness present in a proposed meeting.	

C-2018-7*	May 5, 2018	It is alleged that the member failed to submit the requested supporting documentation required of a member who answers yes to having experienced a bankruptcy or has filed for a consumer proposal on their annual renewal form.	
C-2018-8	May 9, 2018	It is alleged that the member participated in several mediation and arbitration sessions despite the fact that the complainant did not want to participate in them. Additionally, the member was aware of a conflict of interest and did not declare it. The complainant alleges that the member knew her rights were being violated. The member acted in a dishonest manner.	
C-2018-9	May 9, 2018	It is alleged that the member breached confidentiality by sending the complainant the salary and beneficiary information of two other employees that work for the same company.	
C-2018-10	May 28, 2018	It is alleged that the member has engaged in several violations of the Rules of Professional Conduct when dealing with the complainant's return to work after a leave of absence i.e. breach of confidentiality, legal requirements as an HR professional, dignity in the workplace etc.	

**C-2018-7 – This is a report filed by the Registrar.*

Discipline Committee

Chair: Stephanie Izzard

There were no new referrals to the Discipline Committee in Q2.

Capacity Committee

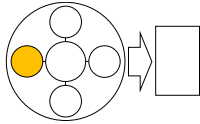
Chair: Stephanie Izzard

There were no new referrals to the Capacity Committee in Q2.

Review Committee

Chair: Susan Bryson

There were two new notices of bankruptcy or insolvency events received by the Registrar in Q2 2018. There are ten cases that are ready to be referred to panels of the Committee. An additional five cases are in the information gathering stage, waiting for the members to submit the required supporting documentation.



Stakeholder relations

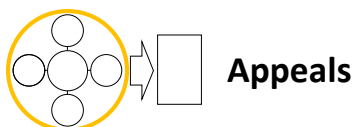
***Regulatory Affairs* newsletter**

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.

The first issue for volume three of the Regulatory Affairs newsletter was published on March 12, 2018. The second issue for volume three of the Regulatory Affairs newsletter is scheduled to be published on June 11, 2018.



Appeals

Appeals Committee

Chair: Kim Pepper

Committee Composition –The Committee is currently recruiting for at least 3 new members and will be looking to add a Vice-Chair.

In Q2, one appeal was filed with HRP. Three requests for an appeal are in various stages within the process: two are ready for review by a panel, both of which have been scheduled for June, and the third is awaiting the release of the decision.

In Q2, an appeal that was originally filed in 2014 remains on-going. A pre-hearing conference was scheduled for February 15, 2018 but was cancelled at the last minute by the appellant. The Panel Chair is currently trying to schedule the pre-hearing conference with a hearing to follow.

In Q2 the Appeal Committee disposed of two appeals: one was a decision of the Registrar and one was a decision of the Complaints Committee. In both cases the original decision was upheld.

	Date Appeal Filed	The nature of the appeal	The outcome of the appeal
A-2016-14	October 17, 2016	Registrar decision to not exempt designation requirement	Upheld the decision of the Registrar
A-2018-1	December 6, 2017	Complaints Committee decision to not refer the complaint to discipline	Upheld decision of the Complaints Committee
A-2018-2	December 15, 2017	Flaws in the process and did not consider all facts with respect to the validation of experience application	Review panel scheduled for June 2018.
A-2018-3	January 17, 2017	EAC failed to consider all facts, were biased, prejudiced and not impartial. The judgement applied by the panel was unfair and unreasonable and was discriminatory.	Appellant withdrew the appeal and association did not contest.
A-2018-4	April 20, 2018	EAC decision regarding validation of experience application.	Review panel scheduled for June 2018.

Analysis of appeal decisions

Outcomes	
Total number of requests for appeal received between March 1, 2018 and May 31, 2018	1
Total number of final appeal decisions released between March 1, 2018 and May 31, 2018	2
Decisions for HRPAs	2
Decisions against HRPAs	0
Requests for appeal withdrawn by Appellant	0
Association not contesting the appeal	0