



Human Resources
Professionals
Association

Registrar’s Report for 2018 Q3

August 31, 2018

Table of Contents

Trends and issues	2
Compliance update	2
2018 Q3 OOTR activity summary	4
Public register.....	5
Function-by-function review	13
Policy development	13
Registration and certification.....	13
Quality assurance and compliance verification	18
Complaints and discipline (including capacity and review).....	19
Stakeholder relations	23
Appeals	25

Trends and issues

The highlight of Q3 has been the work on the development of a multi-year roadmap to bring HRPAs in full compliance with its enabling legislation and thus supporting the professionalization of Human Resources. More on this in future Registrar's Reports.

Q3 is the quarter where suspensions for non-payment of dues occur. The number of suspensions suggests that retention and turnover rates will likely be similar to those in Fiscal 2016-2017. The retention rates and turnover among students are still of concern, however.

For the most part, registration numbers are similar to those of Fiscal 2016-2017 with an increase in the order of 1.1%. The registration class with the biggest year-over-year gain has been CHREs with an 11.0% year-over-year gain, next are the students with an 8.6% year-over-year gain.

There have been 13 complaints against HRPAs registrants so far in Fiscal 2017-2018. This is already more than twice as many as for all of Fiscal 2016-2017. In 2017, the median number of complaints per 1000 registrants across all non-health professional regulatory bodies in Ontario was at a rate of 2.45 complaints per 1000 registrants. At this rate, HRPAs would have received 60 complaints. Seen in this light, 13 complaints indicate some progress, but there is still some way to go.

On August 9, 2018, the Complaints Committee issued an *oral caution* to a member who had a complaint registered against them by a member of the public. The Complaints Committee panel, which consists of two CHRL members and one public representative, along with the Committee's Independent Legal Counsel, met with the member in person at HRPAs's office to read aloud the concerns the Panel had in regard to the member's behaviour and provide advice to the member in respect of these concerns. This is a milestone for the Complaints Committee as it is the first time it has decided to issue an oral caution to a member. There are two types of cautions the Complaints Committee can issue: written or oral. While the Complaints Committee has issued many written cautions in the past, this was the first oral caution issued by the Committee. Oral cautions reflect a greater concern on the part of the Committee than written cautions but do not meet the threshold for a referral to discipline. Cautions issued by the Complaints Committee, whether written or oral, do not appear on the public register. This issuance of this written caution is an indicator of the increased maturity and acquired competence of the Committee and the complaints process as a whole at HRPAs.

Compliance update

At the December 11, 2017 meeting of the HRPAs 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.

Compliance with the requirement to notify Registrar of bankruptcies and insolvency events

Regarding the requirement to notify the Registrar of bankruptcies and insolvency events, there was one new notice received by the Registrar in Q3. Based on the bankruptcy and insolvency rate based on self-report in the 2018 HRPAs Member and Student survey, we would expect 41 bankruptcies and insolvency events to have occurred amongst HRPAs members. This indicates a compliance rate of about 2.5%.

Compliance with the requirement for designated members to participate in Continuing Professional Development and to submit a completed CPD log every three years

5280 out of 5960 CPD logs have been received (88.5%). Some of the members who did not submit a CPD log will resign or be revoked for non-payment of dues or failure to provide mandatory renewal information, the final compliance numbers will be available after the revocation date. This compliance rate is aligned with expectations.

OOTR activity summary

Table 1: 2018 Q3 OOTR activity by the numbers

Activity	Count
Suspensions of registration due to non-payment of dues	3002
Resignations processed	572
Number of exams administered	492
Applications referred to Experience Assessment Committee	303
Certificates issued	232
Number of CPD logs to be audited by CPD Committee	183
Candidates completing Job Ready program	180
Number of courses reviewed by the Academic Standards Committee	13
Referrals to CHRE Review Committee	9
Regulatory Webinars Completed	6
Referrals to Registration Committee	4
Referrals to Complaints Committee	3
Referrals to Review Committee	1
Notice of appeal filed with Registrar	1
Regulatory Newsletters issued	1
Revocations for non-payment of dues	0
Revocations for incomplete renewal	0
Designation revocations due to CPD non-compliance	0
Designation revocations due to CPD audit non-compliance	0
Referrals to Discipline Committee	0
Referrals to Capacity Committee	0

Public register

Registration by class as of August 31, 2018

Table 2 gives registration by class as of August 31, 2018, with reference to the start of the fiscal year (December 1, 2017) and year-over-year. Total registration now stands at 24,873, with 21,757 members and 3,116 students. Between June 1, 2017, and May 31, 2018, total registration grew by 1.1%. The number of members whose highest designation is the CHRL dropped by 1.3%, however.

Registration by province as of August 31, 2018

Table 3 gives the registration by class across provinces. As of August 31, 2018, HRPAs had 426 registrants residing in provinces other than Ontario. There were 54 fewer HRPAs registrants residing in provinces other than Ontario, the biggest losses were students from Alberta, from 93 in 2017 to 40 in 2018.

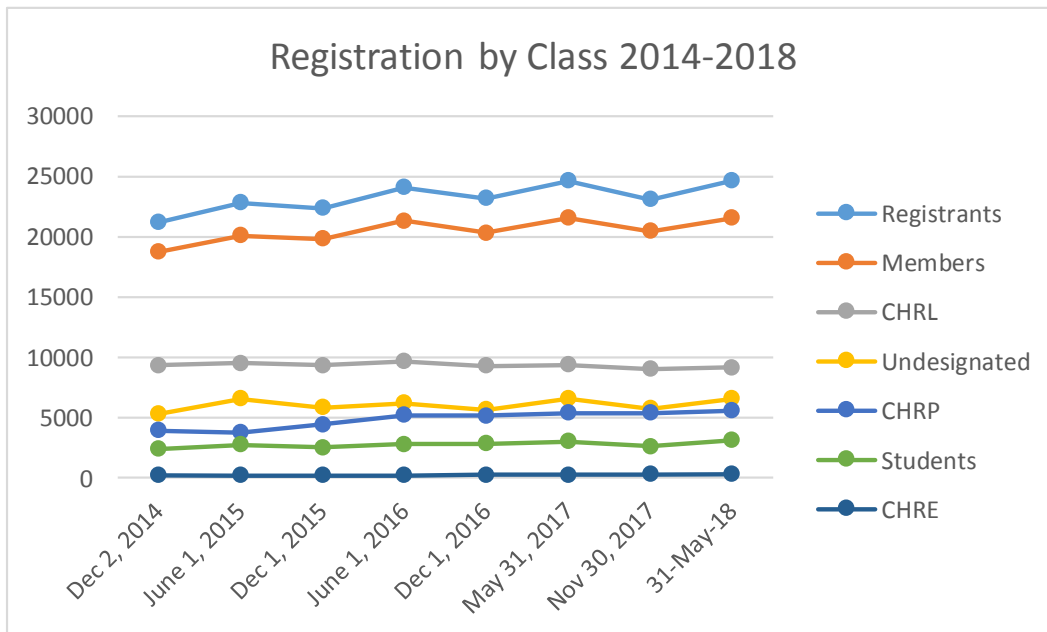
Retention and turnover statistics for 2017-2018 registration year (June 1, 2017, to May 30, 2018)

Table 4 gives the retention and turnover statistics by registration class for the 2017-2018 registration year (June 1, 2017, to May 30, 2018).

Overall, retention stood at 86.4% with a turnover rate of 13.6%. There are clear differences between designated members, undesignated members, and students. For designated members, retention stood at 94.9% with a turnover rate of 5.1%. For undesignated members, retention stood at 74.2% with a turnover rate of 25.1%. For students, retention stood at 71.1% with a turnover rate of 28.3%.

Registration by class of registration 2014-2018

Table 5 gives registration by class of registration for the 5-year period since the realignment of the designations. The data in Table 5 are depicted graphically below.



The CHRL designation requires a degree whereas the CHRP does not. Between June 1, 2017, and May 31, 2018, the number of CHRPs grew by 3.2% but the number of CHRLs fell by 2.1%. Table 5 shows that this is part of a longer trend, between December 2, 2014, and May 31, 2018, CHRL dropped from 44.1% to 37.1% of total registration, whereas CHRPs increased from 18.4% to 22.5% of total registration.

HRPA registration growth as compared to that of other professional regulatory bodies in Ontario

Table 6 gives the total registration for all professional regulatory bodies governed by a public act in Ontario for the period of 2007 to 2017. Table 7 gives the year-over-year growth for these same professional regulatory bodies for the period of 2008 to 2017

Between 2007 and 2017, the number of professionals registered with HRPAs grew 41% cumulatively and with an average year-over-year rate of 3.5%. This is somewhat above the median 10-year cumulative growth rate of 36% and the median 10-year average year-over-year growth rate of 3.2%.

The professional regulatory bodies experiencing the greatest growth over the last ten years in Ontario were *Midwives* with an average year-over-year growth of 8.6%, and *Social Service Workers* at 8.5%, *Geoscientists* at 7.7%, *Massage Therapists* at 6.3%, and *Architects* at 5.0%. Some professions shrank in the last ten years. *Land Surveyors* experienced an average year-over-year loss of 2.2% per year over the last ten years, and *Medical Laboratory Technologists* experienced an average year-over-year loss of 1.0% per year over the last ten years.

2007-2017 Growth Rate: Fastest Growing Professional Regulatory Bodies	10-year cumulative growth	10-year average year-over-year growth
Midwives	123%	8.6%
Social Service Workers	123%	8.5%
Geoscientists	103%	7.7%
Massage Therapists	83%	6.3%
Architects	62%	5.0%
Social Workers	62%	5.0%

Table 2: Registration by class as of August 31, 2018

				Since the beginning of Fiscal 2017/2018		Year-over-year	
	1-Dec-17	5-Sept-17	31-Aug-18	Gain since 1-Dec-17	Percent Gain since 1-Dec-17	Gain Since 5-Sept-17	Percent Gain since 5-Sept-17
Students (registered but not members)	2640	2870	3116	476	18.0%	246	8.6%
Undesignated Members	5759	6720	6770	1011	17.6%	50	0.7%
Practitioner	5536	6468	6504	968	17.5%	36	0.6%
Allied Professional	223	252	266	43	19.3%	14	5.6%
Designated members	14717	15005	14987	270	1.8%	-18	-0.1%
Highest designation CHRP (including CHRP retired)	5395	5478	5554	159	2.9%	76	1.4%
Highest designation CHRL (including CHRL retired)	9053	9273	9151	98	1.1%	-122	-1.3%
Highest designation CHRE (including CHRE retired)	269	254	282	13	4.8%	28	11.0%
Total members	20476	21725	21757	1281	6.3%	32	0.1%
Total registrants	23116	24595	24873	1757	7.6%	278	1.1%
Students as a proportion of registrants	11.4%	11.7%	12.5%				
Designated members as a proportion of membership	71.9%	69.1%	68.9%				
Designated members as a proportion of registration	63.7%	61%	60.3%				

Table 3: Registration by province as of August 31, 2018

	Ontario	Alberta	Quebec	British Columbia	Nova Scotia	New Brunswick	Saskatchewan	Manitoba	Northwest Territories	Newfoundland and Labrador	Prince Edward Island	Nunavut	Yukon	Other provinces	Other provinces on Sept. 11, 2017	Gain (loss)
Students (registered but not members)	2874	40	10	6	2	2	3	0	0	0	0	0	0	63	120	-57
Undesignated Members	6457	47	37	23	10	1	7	3	2	5	1	3	0	139	147	-8
Practitioner	6203	45	34	23	10	1	7	3	1	4	1	3	0	132	143	-11
Allied Professional	254	2	3	0	0	0	0	0	1	1	0	0	0	7	4	3
Designated members	14562	70	58	44	15	8	12	4	1	2	3	3	4	224	213	11
Highest designation CHRP (incl. CHRP retired)	5437	23	16	18	6	2	5	3	0	1	3	0	3	80	72	8
Highest designation CHRL (incl. CHRL retired)	8861	43	40	24	9	6	7	1	1	1	0	3	1	136	135	1
Highest designation CHRE (incl. CHRE retired)	264	4	2	2	0	0	0	0	0	0	0	0	0	8	6	2
Total members	21019	117	95	67	25	9	19	7	3	7	4	6	4	363	360	3
Total registrants	23893	157	105	73	27	11	22	7	3	7	4	6	4	426	480	-54
Total registrants (Sept 11, 2017)	23693	226	99	71	23	11	15	11	4	8	3	5	4			
Year-over-year	200	-69	+6	+2	+4	0	+7	-4	-1	-1	+1	+1	0			

Table 4: Retention and turnover statistics for 2017-2018 registration year (June 1, 2017, to May 30, 2018)

	29-May-17	31-May-18	Registration gain	Registration losses			Net Growth	% Growth	Retention Rate	Turnover Rate
				Resignations	Revocations	Total				
Students (registered but not members)	3018	3143	996	132	739	871	125	4.1%	71.1%	28.3%
Undesignated Members	6600	6541	1643	365	1337	1702	-59	-0.9%	74.2%	25.9%
Practitioner	6341	6266	1533	334	1274	1608	-75	-1.2%	74.6%	25.5%
Allied Professional	259	275	110	31	63	94	16	6.2%	63.7%	35.2%
Designated members	14976	14968	756	246	518	764	-8	-0.1%	94.9%	5.1%
Highest designation CHRP (including CHRP retired)	5365	5535	519	76	273	349	170	3.2%	93.5%	6.4%
Highest designation CHRL (including CHRL retired)	9354	9156	204	162	240	402	-198	-2.1%	95.7%	4.3%
Highest designation CHRE (including CHRE retired)	257	277	33	8	5	13	20	7.8%	94.9%	4.9%
Total members	21576	21509	2399	611	1855	2466	-67	-0.3%	88.6%	11.4%
Total registrants	24594	24652	3395	743	2594	3337	58	0.2%	86.4%	13.6%

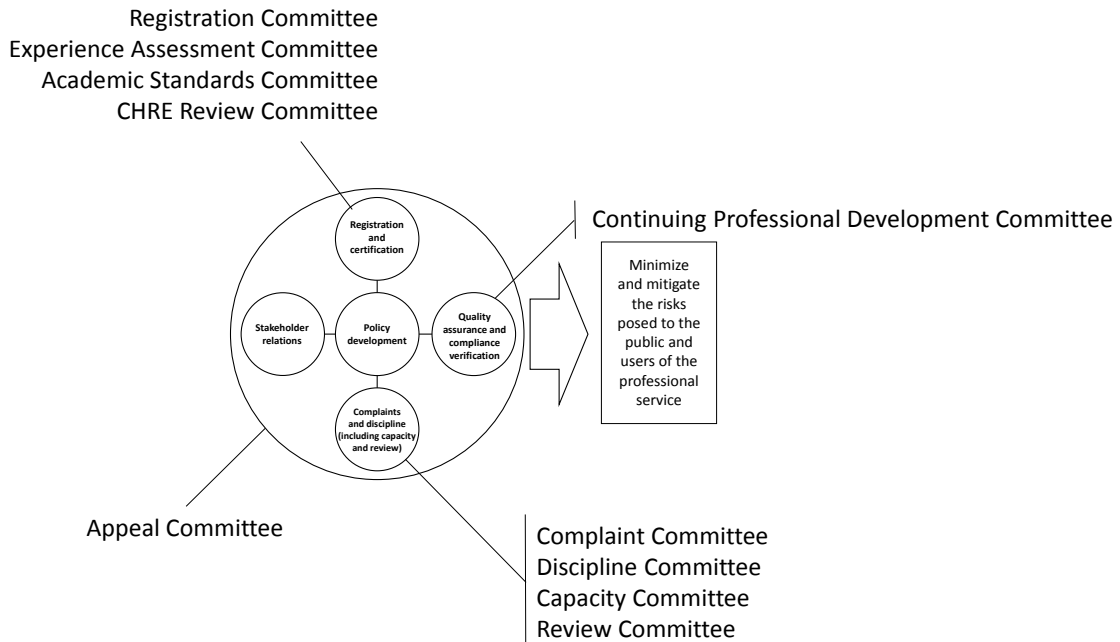
Table 5: Registration by class of registration 2014-2018

	Dec 2, 2014	June 1, 2015	Dec 1, 2015	June 1, 2016	Dec 1, 2016	May 31, 2017	Nov 30, 2017	May-31, 2018
Students (registered but not members)	2436	2722	2513	2791	2848	3018	2624	3143
Undesignated Members	5311	6583	5841	6183	5626	6600	5735	6541
Practitioner	5178	6430	5672	5965	5417	6341	5514	6266
Allied Professional	133	153	169	218	209	259	221	275
Designated members	13392	13477	13980	15107	14681	14976	14708	14968
Highest designation CHRP (including CHRP retired)	3900	3782	4435	5178	5141	5365	5392	5535
Highest designation CHRL (including CHRL retired)	9314	9504	9329	9690	9289	9354	9048	9156
Highest designation CHRE (including CHRE retired)	178	191	216	239	251	257	268	277
Total members	18703	20060	19821	21296	20307	21576	20443	21509
Total registrants	21139	22782	22334	24087	23155	24594	23067	24652
CHRE as a proportion of total registration	0.8%	0.8%	1.0%	1.0%	1.1%	1.0%	1.2%	1.1%
CHRL as a proportion of total registration	44.1%	41.7%	41.8%	40.2%	40.1%	38.0%	39.2%	37.1%
CHRP as a proportion of total registration	18.4%	16.6%	19.9%	21.5%	22.2%	21.8%	23.4%	22.5%
Undesignated as a proportion of total registration	25.1%	28.9%	26.2%	25.7%	24.3%	26.8%	24.9%	26.5%

2007-2017 Total registration and 10-year, 5-year, and 1-year average year-over-year growth

Regulatory Body	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	10-year	5-year	1-year
Chartered Professional Accountants of Ontario	---	2.8%	2.2%	4.5%	3.3%	2.3%	4.6%	3.3%	3.1%	2.6%	0.7%	2.9%	2.1%	0.7%
Ontario Association of Architects	---	2.6%	5.9%	6.1%	5.6%	7.3%	4.0%	3.2%	3.5%	0.0%	12.0%	5.0%	5.2%	12.0%
College of Audiologists and Speech-Language Pathologists of Ontario	---	2.9%	3.6%	3.5%	2.8%	3.0%	1.8%	2.0%	4.3%	2.3%	2.6%	2.9%	3.0%	2.6%
College of Chiropodists of Ontario	---	-0.2%	5.0%	3.8%	6.2%	4.5%	4.8%	3.0%	2.8%	3.0%	2.5%	3.5%	2.7%	2.5%
College of Chiropractors of Ontario	---	-4.2%	5.6%	5.1%	5.8%	4.8%	3.9%	4.1%	-0.4%	0.3%	2.0%	2.7%	0.6%	2.0%
College of Dental Hygienists of Ontario	---	7.5%	9.3%	6.4%	0.2%	5.4%	1.7%	1.3%	1.1%	0.8%	1.5%	3.5%	1.1%	1.5%
Royal College of Dental Surgeons of Ontario	---	1.3%	3.0%	1.5%	2.9%	1.8%	2.4%	1.6%	2.0%	2.9%	3.8%	2.3%	2.9%	3.8%
College of Dental Technologists of Ontario	---	1.7%	8.9%	-1.3%	4.2%	0.7%	-0.2%	-1.1%	4.5%	-1.1%	-0.5%	0.7%	1.0%	-0.5%
College of Denturists of Ontario	---	4.2%	7.0%	10.0%	-7.1%	2.2%	4.3%	4.3%	2.0%	1.8%	3.2%	3.2%	2.3%	3.2%
College of Dietitians of Ontario	---	3.7%	5.5%	3.8%	5.7%	2.7%	2.7%	3.3%	3.9%	2.6%	2.0%	3.6%	2.8%	2.0%
College of Early Childhood Educators	---			37.5%	17.0%	14.7%	12.7%	12.4%	-8.4%	6.2%	2.7%		0.2%	2.7%
Professional Engineers Ontario	---	1.8%	2.0%	1.7%	2.5%	0.0%	1.6%	2.1%	1.1%	1.1%	1.7%	1.6%	1.3%	1.7%
Professional Foresters Association	---	-3.0%	-9.9%	-2.2%	-5.3%	-3.8%	-12.6%	-2.7%	-1.8%	9.3%	0.1%	-3.2%	2.5%	0.1%
Association of Professional Geoscientists of Ontario	---	7.3%	8.5%	8.5%	12.2%	10.8%	-11.2%	5.3%	1.0%	28.3%	6.6%	7.7%	12.0%	6.6%
Ontario College of Homeopaths	---									89.4%	16.1%			
Human Resources Professionals Association	---	4.1%	7.8%	3.4%	2.2%	0.9%	4.0%	2.3%	7.2%	3.5%	-0.2%	3.5%	3.5%	-0.2%
College of Kinesiologists of Ontario	---							29.0%	17.0%	47.5%	7.4%			7.4%
Association of Ontario Land Surveyors	---	-1.2%	0.2%	-0.8%	-3.3%	-2.8%	-2.7%	-1.7%	5.4%	-15.8%	-0.4%	-2.3%	-3.6%	-0.4%
Law Society of Ontario (lawyers)	---	3.9%	-3.3%	9.0%	2.9%	2.9%	3.2%	3.0%	15.1%	3.2%	3.1%	4.3%	7.1%	3.1%
Law Society of Ontario (paralegals)	---		18.3%	30.1%	16.3%	19.3%	18.7%	15.2%	32.1%	9.6%	9.1%		17.0%	9.1%
College of Massage Therapists of Ontario	---	8.6%	7.7%	3.9%	18.2%	1.9%	7.6%	5.0%	3.6%	4.2%	2.3%	6.3%	3.4%	2.3%
College of Medical Laboratory Technologists of Ontario	---	1.2%	-0.9%	0.6%	0.0%	-0.6%	-2.8%	0.2%	-1.8%	-1.1%	-5.3%	-1.0%	-2.7%	-5.3%
College of Medical Radiation Technologists of Ontario	---	-6.4%	3.1%	1.9%	1.0%	1.1%	1.0%	-0.2%	1.0%	1.2%	0.8%	0.4%	1.0%	0.8%
College of Midwives of Ontario	---	-5.9%	28.0%	8.4%	8.3%	11.1%	9.6%	8.7%	5.7%	6.7%	5.8%	8.6%	6.1%	5.8%
College of Naturopaths of Ontario	---									0.4%	4.8%			
College of Nurses of Ontario	---	1.4%	2.6%	1.6%	0.2%	4.3%	1.7%	1.7%	1.9%	1.7%	2.5%	1.9%	2.0%	2.5%
College of Occupational Therapists of Ontario	---	1.9%	4.1%	3.3%	3.2%	2.8%	3.5%	3.4%	3.7%	3.5%	3.4%	3.3%	3.5%	3.4%
College of Opticians of Ontario	---	-15.2%	21.2%	-10.4%	0.7%	3.2%	1.8%	1.1%	2.6%	3.0%	6.7%	1.5%	4.1%	6.7%
College of Optometrists of Ontario	---	2.3%	9.6%	3.5%	7.9%	5.6%	3.4%	2.1%	2.6%	3.6%	2.9%	4.3%	3.0%	2.9%
Ontario College of Pharmacists (Pharmacists)	---	3.2%	4.3%	4.1%	4.8%	3.2%	3.6%	4.0%	4.7%	4.0%	2.5%	3.8%	3.7%	2.5%
Ontario College of Pharmacists (Pharmacy Technicians)	---				289.9%	140.7%	78.5%	60.3%	31.0%	11.8%	7.3%		16.7%	7.3%
College of Physicians & Surgeons of Ontario	---	2.2%	2.7%	2.1%	2.7%	3.2%	2.2%	2.4%	2.1%	2.2%	1.9%	2.4%	2.1%	1.9%
College of Physiotherapists of Ontario	---	8.4%	4.0%	3.9%	2.4%	0.0%	3.4%	5.1%	4.2%	2.1%	6.0%	4.0%	4.1%	6.0%
College of Psychologists of Ontario	---	9.0%	11.2%	-1.4%	1.9%	3.7%	-0.7%	3.2%	2.8%	0.6%	1.5%	3.2%	1.6%	1.5%
College of Registered Psychotherapists of Ontario	---									34.8%	50.6%			
College of Respiratory Therapists of Ontario	---	5.2%	4.7%	3.4%	3.8%	-3.2%	2.5%	3.8%	3.1%	2.6%	3.5%	2.9%	3.0%	3.5%
Ontario College of Social Workers and Social Service Workers (Social Workers)	---	4.5%	6.0%	3.1%	4.2%	5.5%	7.0%	5.4%	3.9%	4.7%	5.1%	5.0%	4.6%	5.1%
Ontario College of Social Workers and Social Service Workers (Social Service Workers)	---	6.4%	20.0%	2.6%	12.0%	10.3%	6.6%	7.4%	6.7%	7.3%	5.2%	8.5%	6.4%	5.2%
Ontario College of Teachers	---	3.0%	2.4%	2.5%	1.9%	1.2%	0.4%	0.5%	1.6%	-2.1%	-1.0%	1.0%	-0.5%	-1.0%
Ontario College of Trades	---									-11.1%	1.0%	-1.5%		
College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario	---							52.6%	4.2%	-11.4%	-5.5%			-5.5%
College of Veterinarians of Ontario	---	2.6%	12.6%	3.5%	-6.6%	2.9%	2.2%	0.2%	-1.0%	1.1%	3.3%	2.1%	1.2%	3.3%
Average year-over-year growth across all professions		2.1%	6.2%	3.0%	3.3%	3.5%	2.8%	4.9%	4.4%	3.3%	2.9%	3.0%	3.5%	2.9%
											Min	-3.2%	-3.6%	-5.5%
											Max	8.6%	17.0%	12.0%
											Median	3.2%	2.9%	2.5%

Function-by-function Review



Policy development

- Work has begun on a report which will look at developing a policy development process at HRPAs as well as the resource implications of establishing a policy development capability at HRPAs.

Registration and certification

Registration Committee

Chair: Frank Tancredi

- There were six cases in progress prior to the start of Q3 (June 1, 2018, to August 31, 2018).
- There were four referrals to the Registration Committee between June 1, 2018, and August 31, 2018.
- The Registration Committee disposed of nine cases in Q3.
- There are three cases outstanding at the end of Q3 – two awaiting panel review and one in the information gathering stage (it has not yet been determined whether this case will be referred to the Registration Committee).

Experience Assessment Committee

Chair: Mark Seymour

- Between June 1, 2018, and August 31, 2018, 193 applicants were provided with their results from the April 30th, May 31st, and June 30th submission deadlines.

Validation of experience applications successful	93	59.6 %
Validation of experience applications unsuccessful	63	40.4%
Total	156	100.0%
Alternate Route applications successful	23	62.2%
Alternate Route applications unsuccessful	14	37.8%
Total	37	100%

**Pass rates don't reflect results from the July/August applications because those will be released in September/October respectively

- Between June 1, 2018, and August 31, 2018, 137 Validation of Experience and Alternate Route applications were received and processed in total (sent to the Experience Assessment Committee for review).
- We have received 166 applications for the August 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 June 1, 2018, and August 31, 2018.

Academic Standards Degree Committee

Chair: Carolyn Capretta

- Between June 1, 2018, and August 31, 2018, ten-course approval applications for schools were received and were approved. Between June 1, 2018, and August 31, 2018, three course approval applications for students were processed and two were approved, and one was not approved.
- In Q3 there were three course approval applications for schools that were received and will be reviewed at the September course review meeting. There were two course approval applications for students that were received which will also be reviewed at the September course review meeting.

CHRE Review Committee

Chair: Bob Canuel

- The number of CHREs currently stands at 282.
- Between June 1, 2018, and August 31, 2018, 9 Phase II CHRE applications were reviewed by the CHRE Review Committee. Two (2) applications were successful and the CHRE designation was granted. Three (3) 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	203	119	58.62%	.90
October 2018				
Total for fiscal 2017-2018 (so far)	368	225	61.1%	

Comprehensive Knowledge Exam 2 (CKE 2)	Candidates	Pass	Pass Rate	Reliability
March 2018	181	114	62.98%	.93
June/July 2018	276	200	72.36%	.93
October/November 2018				
Total for fiscal 2017-2018 (so far)	457	314	68.7%	

CHRP Employment Law Exam	Candidates	Pass	Pass Rate	Reliability
January 2018	120	115	95.83%	.76
May 2018	122	119	97.5%	.72
September 2018				
Total for fiscal 2017-2018 (so far)	242	234	96.7%	

CHRL Employment Law Exam	Candidates	Pass	Pass Rate	Reliability
January 2018	202	174	86.14%	.76
May 2018	160	124	77.99%	.81
September 2018				
Total for fiscal 2017-2018 (so far)	362	298	82.3%	

Challenge Exams

- Challenge exams will be held from September 10th to September 12th, 2018. Registration for this exam session closed on August 31st, 2018.
- There are a total of 59 challenge exam writers registered for the September 2018 exam session.

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	59	TBD	TBD
Total for Fiscal 2017-2018	190		

Breakdown of Challenge Exam results by subject for the September 2018 Sitting

Subject	Registrants	Pass	Pass Rate
Training and Development	14	TBD	TBD
Compensation	6	TBD	TBD
Organizational Behaviour	5	TBD	TBD
Finance and Accounting	11	TBD	TBD
Recruitment and Selection	4	TBD	TBD
Human Resources Management	5	TBD	TBD
Human Resources Planning	6	TBD	TBD
Occupational Health and Safety	3	TBD	TBD
Labour Relations	5	TBD	TBD
Total	59	TBD	TBD

Job Ready Program

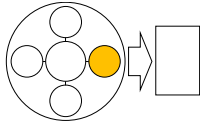
Between June 1, 2018, and August 31, 2018, 180 registrants completed the Job Ready Program and were granted the CHRP designation.

Issuance of Certificates

Certificates are issued for all three levels of designation: CHRP, CHRL, and CHRE. A certificate issuance commenced in August, and members were scheduled to receive their certificates by mid-September. An email went out to 232 members in August notifying them that they could expect to receive their certificates during this issuance.

Certificates are printed and shipped by the Printing House, and there is an internal delay on their end with their supplier. This has delayed the August issuance and members can, therefore, expect to receive their certificates by sometime in early October.

	CHRP	CHRL	CHRE	Total
February 2018	53	68	10	131
May 2018	254	94	8	356
August 2018	127	96	9	232
November 2018	TBD	TBD	TBD	TBD
Total (so far)	434	258	27	719



Quality assurance and compliance verification

Continuing Professional Development

Chair: Vito Montesano

- There were 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. In addition, to date, a total of 600 CPD logs were submitted after the May 31st deadline. So, 5280 out of 5960 CPD logs have been received (88.5%). Some of the members who did not submit a CPD log will resign or be revoked for non-payment of dues or failure to provide mandatory renewal information, the final compliance numbers will be available after the revocation date.
- To date, a total of 293 members who were due to submit their CPD log by May 31, 2018, were granted an extension. There are no pending extension requests.

2017 CPD Audit

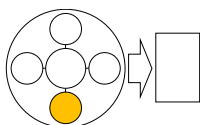
At the beginning of this quarter, there were 40 outstanding CPD applications from the 2017 CPD audit. Of the 42:

- a total of 36 applications have been disposed of;
- 2 members have extension requests; and
- 2 members did not comply with the audit requirement have been suspended.

2018 CPD Audit

The CPD Audit for 2018 commenced on June 28, 2018. A total of 183 members were selected at random for the audit. Of the 183 members:

- 143 audit submissions were submitted by the May 31st deadline and reviewed by the CPD committee in June;
 - 118 members have successfully passed the audit review
 - 14 applications required a first follow up
 - 11 applications required a second follow up
- 4 members were granted an extension to submit their supporting documentation for the audit
- 2 members selected for the audit resigned
- 5 members submitted their audit documentation late and their submissions are pending review by the CPD Committee, and
- 29 members did not comply with the audit request and have been suspended.



Complaints and discipline (including capacity and review)

Complaints Committee

Chair: Rahim Shamji

Summary of complaints activity in 2018 (so far)

	2017	2018				2018
	Total	Q1	Q2	Q3	Q4	Total
Number of complaints filed	6	4	6	3		13
Number of complaints closed	8	2	0	4		6
Average time to dispose of complaint(s) (days)	145	118	N/A	113		

- There were six open complaints prior to the start of Q3, one of which remains open:
 - One of these complaints was previously on hold pending the resolution of a civil lawsuit between the two parties to the complaint. In Q3, the complainant requested to withdraw their complaint. The request will be reviewed by the Committee for approval.
- In Q3, three new complaints were registered and are currently in the information gathering stage. Details for each case can be found in the chart below:
- Note In the first three quarters of Fiscal 2017-2018, HRP A has received 13 complaints, this is more than twice the numbers of complaints received for all of fiscal 2016-2017.

New Complaints registered in Q3 2018

Case	Date complaint filed	Nature of allegations	Date of the disposition of complaint and decision of Complaints Committee
C-2018-11*	July 31, 2018	It is alleged that the member failed to submit the requested supporting documentation required of a member who answers yes to having been found guilty of an offence on his annual membership renewal form.	
C-2018-12**	August 24, 2018	It is alleged that the member did not take the appropriate steps to ensure their actions or “in-actions” were legally and ethically compliant, acted outside of their scope of knowledge, did not initiate an investigation to accommodate	

		the complainant and did not apply legislative requirements of the Ontario Human Rights Code.	
C-2018-13**	August 24, 2018	It is alleged that the member did not take the appropriate steps to ensure their actions or “in-actions” were legally and ethically compliant, did not initiate an investigation to accommodate the complainant, did not apply legislative requirements of the Ontario Human Rights Code, did not report another HRPAs member’s breach of HRPAs rules of professional conduct, and breached confidentiality by sending the complainant confidential information of another employee.	

*C-2018-11 – This is a report filed by the Registrar.

**C-2018-12 and C-2018-13 – Both complaints have been filed by the same complainant

- In Q3, the Complaints Committee disposed of four complaints (more details in the table below):
 - Two dismissals
 - Two cautions were issued:
 - One written
 - One Oral
- The Complaints Committee reached a milestone this quarter by issuing their first Oral Caution to a member. While the Panel deemed the professional misconduct to be of a serious nature, the conduct did not warrant a referral to the Discipline Committee, however, the Panel felt strongly that the member needed to be provided with a caution regarding their behaviour and elected to issue this caution orally. The member was instructed to come to HRPAs office and meet with the Complaints Committee Panel in person to be provided with an oral caution in regard to their professional conduct and to hear the advice of the Committee on how the member should proceed in the future.

Complaints Disposed of in Q3 2018

Case	Date of Decision	Nature of allegations	Date of the disposition of complaint and decision of Complaints Committee
C-2018-4	July 10, 2018	It was alleged that the member failed to process WSIB forms correctly and breached confidentiality by sharing the complainant's confidential medical information.	Dismissed - No evidence to support professional misconduct.
C-2018-5	July 5, 2018	It was alleged that the member has acted in a harassing, intimidating and	Oral Caution - The member was given an oral caution regarding the harassing and

		threatening manner and her behaviour is unbecoming of an HR professional.	threatening behaviour toward the complainant as well as putting personal interests above the professional duty of an HR practitioner.
C-2018-6	July 24, 2018	It was 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.	Written Caution - The member was provided with a caution regarding employee relation best practices, the disclosure of confidential information and to remind you of the importance to ensure the interests of both the employer, employee and public are balanced.
C-2018-7*	August 10, 2018	It was 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.	Withdrawn.
C-2018-8	August 8, 2018	It was 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.	Dismissed - No evidence to support professional misconduct.

Discipline Committee

Chair: Stephanie Izzard

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

Capacity Committee

Chair: Stephanie Izzard

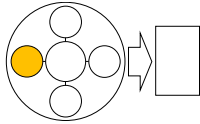
There were no new referrals to the Capacity Committee in Q3.

Review Committee

Chair: Susan Bryson

There was one (1) new notice of bankruptcy or insolvency events received by the Registrar in Q3 2018. Six (6) cases were reviewed by the Committee. In each of the six cases, was that no further action needed to be taken at this time. There are six (6) cases that are ready to be referred to the Committee. An additional.

	2017	2018				2018
	Total	Q1	Q2	Q3	Q4	Total
Number of notices of bankruptcies or insolvency events received by the Registrar	13	2	2	1		5
Number of cases reviewed by Review Committee	2	0	10	6		16



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 was published on June 11, 2018. The third issue is scheduled to be published on September 12th, 2018.

OOTR Summer Webinars

In Q3 the OOTR hosted three webinars in each of the “Understanding Regulation” and “How-To” series for a total of six webinars. In total, these webinars were attended by over 1,000 of our registrants. The following two tables outline the webinar topics, number of registrants and attendees.

Understanding Regulation webinar series

This series provides members with various topics related to HRPAs’ mandate as a professional regulatory body.

Webinar topic	Date	Number of Registrants	Number of attendees
Renewal, registration, reinstatement, suspensions, and revocations	July 12, 2018	217	143
The requirement to notify the Registrar of bankruptcies and insolvency events	July 19, 2018	207	145
What to do when the complaint is about you?	July 26, 2018	279	168
Total		703	456

How-To webinar series

This series guides candidates through various Office of the Registrar processes and applications.

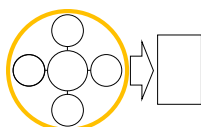
Webinar topic	Date	Number of Registrants	Number of attendees
The Experience requirement explained	August 2, 2018	217	143
The CHRP/CHRL coursework requirement explained	August 9, 2018	207	145
The CHRE designation	August 16, 2018	279	168
Total		703	456



The LinkedIn series of articles

The LinkedIn series of articles continued in Q3 with the following articles:

76.	It's a focus, it's an agenda, it's a role... no, it's a mandate	June 5, 2018
77.	Proactive v. reactive professional regulation	June 26, 2018
78.	From a compliance mindset to a mandate mindset	July 3, 2018
79.	What does the public think of Human Resource professionals?	July 17, 2018



Appeals

Appeals Committee

Chair: Kim Pepper

In Q3, one appeal was filed with HRP. The Committee Chair has approved the appeal to move forward and the appeal is currently with the Association for a response.

In Q3, 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.

	Date Appeal Filed	The nature of the appeal	The outcome of the appeal
A-2014-4	April 3, 2014	Complaints and Investigations Committee process was flawed, the staff at HRP. influenced the decision. The process was not fair and was not without bias.	Panel Chair is currently trying to reschedule the pre-hearing conference with a hearing to follow.
A-2018-5	July 27, 2018	EAC made an error in the analysis of the application.	Committee Chair has approved the appeal to move forward and the appeal is currently with the Association for a response.

Analysis of appeal decisions

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