



Registrar’s Report for Q1 2020

February 29, 2020

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COVID-19

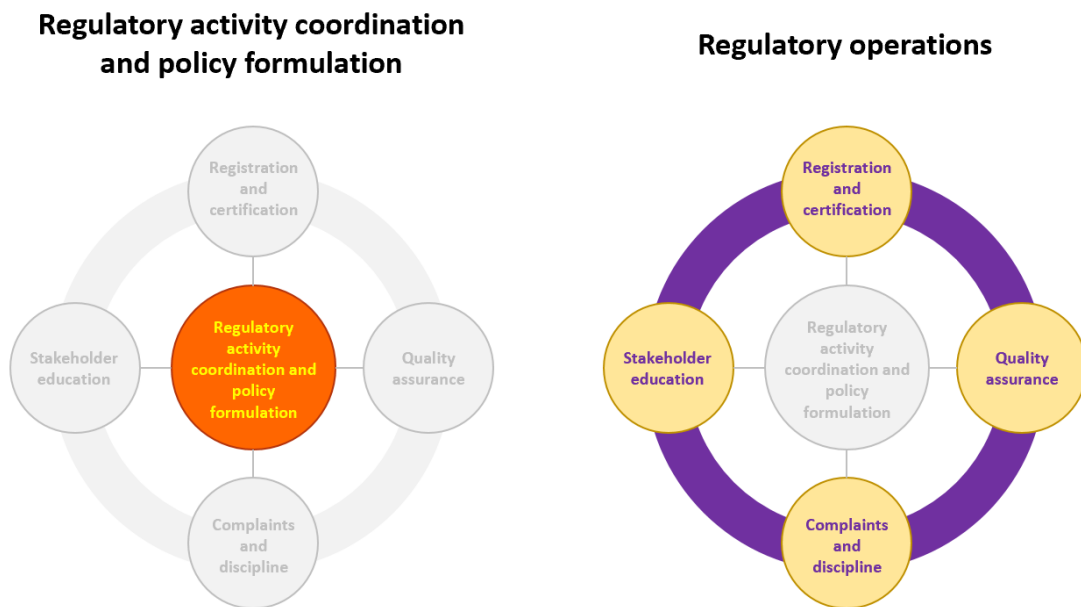
Q1 2020 covered the period from December 1, 2019 to February 29, 2020. This was before the impact of the COVID-19 pandemic had begun to be felt. The impact of the COVID-19 pandemic on regulatory activity at HRP will be described in the Q2 2020 Registrar’s Report.

What is new with the Registrar’s Report for Q1 2020?

For years, the Office of the Registrar (OOTR) remained focused on operational matters. Consequently, the Registrar’s Report focused on operational matters. With the commitment to the implementation of risk-based regulation comes a new emphasis.

Regulatory operations can be understood as levers, but what provides focus and coherence to these levers? Implementing risk-based regulation means developing an analysis and planning capability to coordinate regulatory response across various regulatory functions.

In alignment with this shift in focus, going forward the Registrar’s Report will put more emphasis on the regulatory activity coordination and policy formulation function. This will be accomplished by giving the latter its own section of the Registrar’s Report.



The regulatory activity coordination and policy formulation section will be organized differently than the regulatory operations section. The section will focus on three aspects:

1. Reporting on activities related to the collection and analysis of information to identify, quantify and qualify risks to the public stemming from the practice of the profession,
2. Reporting on activities related to the development of policies and initiatives aimed at reducing, suppressing, mitigating or eliminating risk of harm to the public, and
3. Reporting on activities related to the assessment of the impact and effectiveness of policies and initiatives aimed at reducing, suppressing, mitigating or eliminating risk of harm to the public

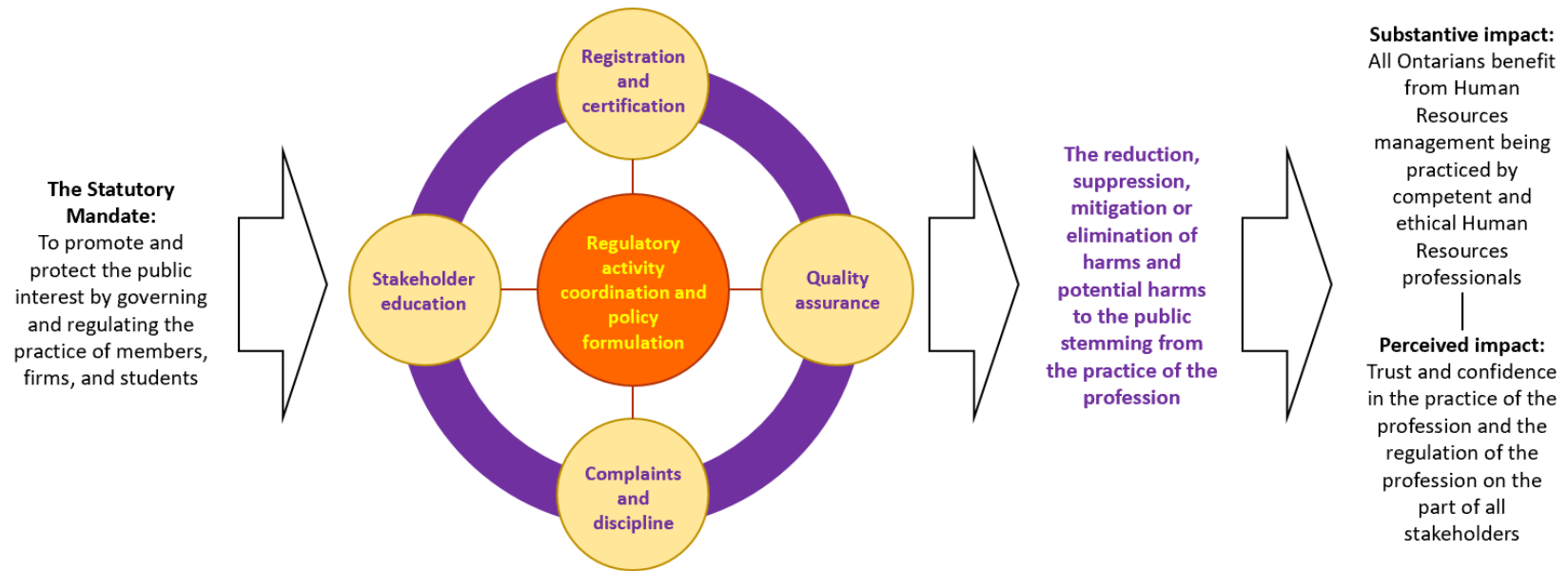
Collect and analyse information to identify, quantify and qualify risks to the public stemming from the practice of the profession

Develops strategies to reduce, suppress, mitigate or eliminate risk of harm to the public

Assess the impact and effectiveness of strategies to reduce, suppress, mitigate or eliminate risk of harm to the public

Initially, the section will be relatively short but as the regulatory activity coordination and policy formulation function establishes itself, the section will grow.

HRPA's Regulatory Framework



Trends and issues in professional regulation

After an action-packed fall, the regulatory world has slowed down to take a breather.

- Modernizing the health profession regulatory framework in BC: A paper for consultation
- College Performance Measurement Framework (CPMF)
- Interesting but sobering research on trust

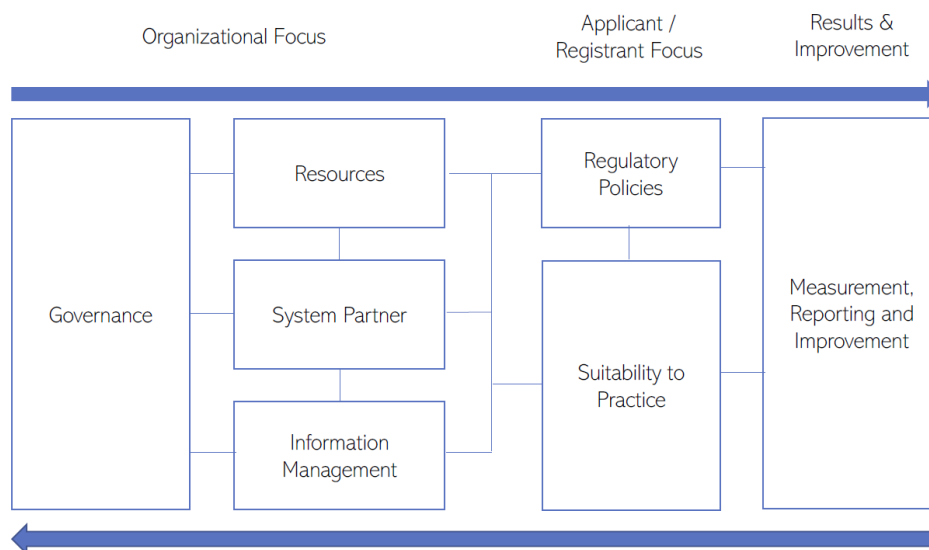
Modernizing the health profession regulatory framework in BC: A paper for consultation

Everyone is holding their breath to see what will happen in BC. As of February 29, 2020, there was nothing new to report.

College Performance Measurement Framework (CPMF)

On October 18, 2019, the College Performance Measurement Framework (CPMF) Working Group under the Ministry of Health revealed its proposed performance measurement framework. The CPMF is a practice-based framework that would be used to measure the performance of Ontario's twenty-three health professional regulatory bodies. Its relevance for HRP is that this Framework would become the standard against which other performance measurement frameworks would be compared.

After October 18, 2019, the College Performance Measurement Framework (CPMF) Working Group engaged in a number of consultations with external experts and, as a result, modified the initial proposed model. The revised model clearly shows the influence of the European Foundation for Quality Management (EFQM) Excellence model.



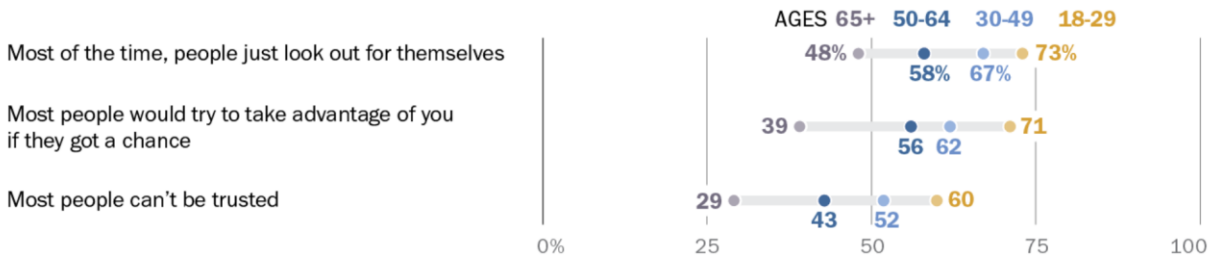
The College Performance Measurement Framework (CPMF) has not yet moved to the implementation phase.

Interesting but sobering research on trust

A key driver for the governance reform proposals being entertained by professional regulatory bodies is the need to restore confidence in the work of the professional regulatory body. In a recent webinar sponsored by CLEAR entitled 'What constitutes independent regulation?' presenters Kevin Lang, of the Law Society of Scotland and Jim Varro, of the Law Society of Ontario related some relevant findings from the PEW Research Center in the US¹. The presenters suggested that the loss of confidence in the work of professional regulatory bodies may follow from demographic factors. The PEW research shows that the younger age groups are more likely to see others as selfish, exploitative and untrustworthy. With the assumption that such attitudes do not change with age, and that younger age groups become a larger proportion of the population over time, it can be predicted that professional regulatory bodies will come under increasing pressure of reduced confidence.

Most young adults in U.S. see others as selfish, exploitative, untrustworthy

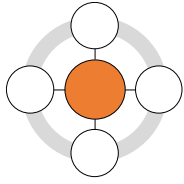
% of U.S. adults in each age group who say ...



Source: Survey conducted Nov. 27-Dec. 10, 2018.
"Trust and Distrust in America"

PEW RESEARCH CENTER

¹ PEW Research Center (August 6, 2019). Young Americans are less trusting of other people – and key institutions – than their elders. <https://www.pewresearch.org/fact-tank/2019/08/06/young-americans-are-less-trusting-of-other-people-and-key-institutions-than-their-elders/>



Regulatory activity coordination and policy formulation

The following is a summary of projects that were completed in Q1:

- HRPAs Fair Registration Practices Report for 2019 was submitted to the Office of the Fairness Commissioner and posted on the HRPAs website (it will also be posted on the Office of the Fairness Commissioner website)
- Oversight report for statutory and standing regulatory committees was drafted and put before the Governance and Nominating Committee
- Terms of Reference for the Public Advisory Forum (PAF), a citizen comprised advisory group, were approved by the Board.

Fair Registration Practices Report

Pursuant to the *Fair Access to Regulated Professions and Compulsory Trades Act, 2006*, (FARPACTA), HRPAs is required to submit its Fair Registration Practices Report for the previous year no later than March 1 of each year. HRPAs Fair Registration Practices Report for 2019 will be published on the Office of the Fairness Commissioner’s website as well as HRPAs website.

Some highlights from HRPAs 2019 Fair Registration Practices Report.

Table 1: Jurisdiction where applicants obtained their initial education

Ontario	1,897
Other Canadian provinces	57
United States	34
International (other than US)	411

Table 2: Top five international jurisdictions where applicants obtained their initial education

India	201
United Kingdom	42
United States	34
Nigeria	30
Pakistan	19

Oversight report for statutory and standing regulatory committees was drafted

Statutory and standing regulatory committees are an important part of HRPAs, and yet they are also independent of HRPAs in their decision making. The statutory and standing regulatory committees are

not 'under the control' of the HRP Board or staff in any usual meaning of these words. The idea is that HRP ensures that the statutory and standing regulatory committees are performing well by ensuring that the 'conditions for success' are in place. This is an important role and responsibility for the Registrar.

The Registrar has developed a set of questions that the Board should consider to satisfy itself that HRP's statutory and standing regulatory committees are performing their duties well. The Board should be satisfied with the answer to each question, the Board can then be confident that it has exercised effective oversight over the activities of regulatory decision-making and adjudicative committees.

This report is in two parts. Part 1 outlines what is expected of statutory and standing regulatory committees and the 'conditions for success.' Part 2 consists of 20 questions and answers that the Board could ask to satisfy itself that HRP's statutory and standing regulatory committees are performing their duties well. The twenty questions are attached as Appendix A.

The Public Advisory Forum (PAF) takes shape

The HRP Board of Directors has approved the formation of a Public Advisory Forum (PAF).

The Public Advisory Forum (PAF) is an advisory group supported and maintained by the Registrar. The PAF will be patterned along the lines of similar advisory groups established by other professional regulatory bodies in Ontario.

The mission of the Public Advisory Forum is to provide input and advice on matters brought forward to it by the Registrar, regarding the development of strategies and policies to aid HRP in its adoption of a risk-based approach to regulation. Central to this mission is a focus on ensuring that regulatory responses are rooted in minimizing, mitigating and reducing the risk or risks of harm posed to the public stemming from the practice of the HR profession.

All regulatory decisions made by HRP have an effect on employees, employers and the general public. As such, HRP recognizes the importance of thoughtfully engaging those that are most impacted by or have an interest in its regulatory processes.

Central to HRP's adoption of a risk-based approach to regulation is employing a multi-stakeholder perspective to ensure that our regulatory solutions are well informed.

The vision is for members of the public to have the opportunity to engage with us at all stages of the regulatory response formulation process. We want to understand their ideas, values and interests and collaboratively develop solutions to mitigate harms or potential harms to the public stemming from the practice of the HR profession. This will help build both confidence and trust in how the HR profession is regulated in Ontario.

The establishment of the Public Advisory Forum serves to engage the most informed members of the public on matters related to the professionalization of HR. The Public Advisory Forum is wholly at arms' length from HRP and members of the Public Advisory Forum are specifically chosen to represent a broad demographic of individuals.

Snapshot of regulatory operations for Q1, 2020

Table 3a: Registration and certification

781	Applications for registration processed
6	Referrals to Registration Committee
0	Diploma-level courses received (student)
0	Diploma-level courses received (institutional)
10	Degree-level courses received (student)
10	Degree-level courses received (institutional)
43	Alternate Route (AR) applications reviewed
294	Students registered in Online Academic Program
61	Challenge exams administered
293	Transcripts processed (coursework requirement)
21	Transcripts processed (degree requirement)
427	Certification exams administered
78	Validation of Experience (VOE) applications reviewed
5	CHRE applications reviewed
117	Certificates issued

Table 3b: Quality assurance

374	CPD logs processed
0	Logs audited
585	Pre-approval for CPD credit processes

Table 3c: Complaints and discipline (including capacity and review)

5	Complaints received
0	Referrals to Discipline Committee
0	Referrals to Capacity Committee
0	Referrals to Review Committee

Table 3d: Stakeholder education

0	Understanding Regulation webinars conducted
1	How-to webinars conducted
3	Staff presentations and webinars
1	Chapter presentations
0	External presentations

Table 3e: Appeals

4	Appeals received
3	Referrals to Appeal Committee

Public register

Table 4: Registration by class as of March 2, 2020

	A	B	C	D	E	F	G	H	I	J
	4-Mar-19	2-Mar-20	Registration gain (loss)	Resignations Q1	Revocations	Total	Net Growth (Loss)	% Growth (Loss)	Retention Rate	Turnover Rate
Designated members	14707	14893	634	6	442	448	186	1.3%	97%	3%
Highest designation CHRE (including CHRE retired)	272	271	7	0	8	8	-1	-0.4%	97%	3%
Highest designation CHRL (including CHRL retired)	9413	9679	497	6	225	231	266	2.8%	98%	2%
Highest designation CHRP (including CHRP retired)	5022	4943	130	0	209	209	-79	-1.6%	96%	4%
Undesignated Members	8141	8127	1538	8	1544	1552	-14	-.2%	81%	19%
Practitioner	7862	7869	1509	7	1495	1502	7	.1%	81%	19%
Allied Professional	279	258	29	1	49	50	-21	-7.5%	82%	19%
Total members	22848	23020	2172	14	1986	2000	172	.8%	91%	9%
Students (registered but not members)	1237	434	-462	1	340	341	-803	-65%	72%	41%
Total registrants	24085	23454	1710	15	2326	2341	-631	-2.6%	90%	10%
Students as a proportion of registrants	5%	2%								
Designated members as a proportion of membership	64%	65%								
Designated members as a proportion of registration	61%	64%								

Table 5: Out-of-jurisdiction registration as of March 2, 2020

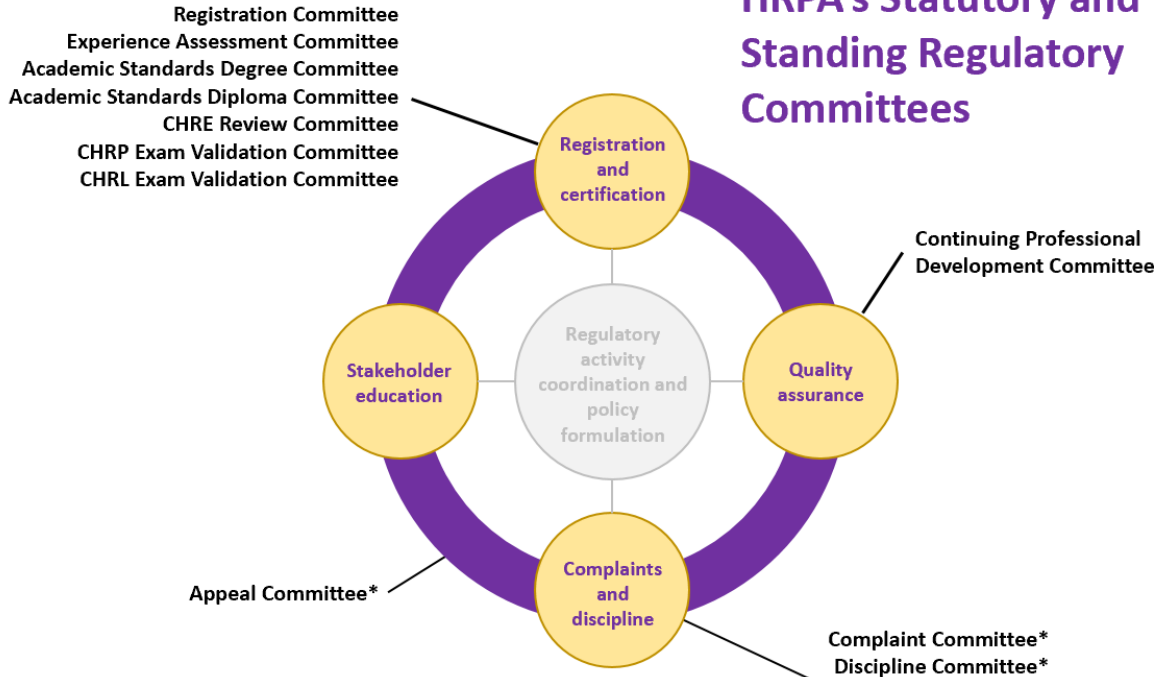
Table 5 gives the out-of-jurisdiction registration by class. As of March 2, 2020, HRPA had 631 registrants residing in jurisdictions other than Ontario.

	Ontario	Alberta	Quebec	British Columbia	Nova Scotia	New Brunswick	Saskatchewan	Manitoba	Northwest Territories	Newfoundland and Labrador	Prince Edward Island	Nunavut	Yukon	Total Canadian provinces excluding Ontario	Out of Canada	Total Out of Jurisdiction	Total
Designated members	14,535	54	56	55	16	7	9	3	2	1	3	3	5	214	144	358	14,893
Highest designation CHRE (incl. CHRE retired)	254	4	4	2	1	1	0	0	0	0	0	0	0	12	5	17	271
Highest designation CHRL (incl. CHRL retired)	9,434	36	35	32	11	3	8	1	2	1	0	3	2	134	111	245	9,679
Highest designation CHRP (incl. CHRP retired)	4,847	14	17	21	4	3	1	2	0	0	3	0	3	68	28	96	4,943
Undesignated Members	7,856	39	47	23	11	5	6	6	3	4	4	2	2	152	119	271	8,127
Practitioner	7,605	37	44	23	11	5	6	6	2	4	4	2	2	146	118	264	7,869
Allied Professional	251	2	3	0	0	0	0	0	1	0	0	0	0	6	1	7	258
Total members	22,391	93	103	78	27	12	15	9	5	5	7	5	7	366	263	629	23,020
Students (registered but not members)	432	0	0	0	0	1	1	0	0	0	0	0	0	2	0	2	434
Total registrants	22,823	93	103	78	27	13	16	9	5	5	7	5	7	368	263	631	23,454

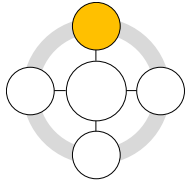
Regulatory operations:

- Registration and certification
- Quality assurance
- Complaints and discipline (including capacity and review)
- Appeals, and
- Stakeholder education

HRPA’s Statutory and Standing Regulatory Committees



* Statutory committees are denoted by an asterisk



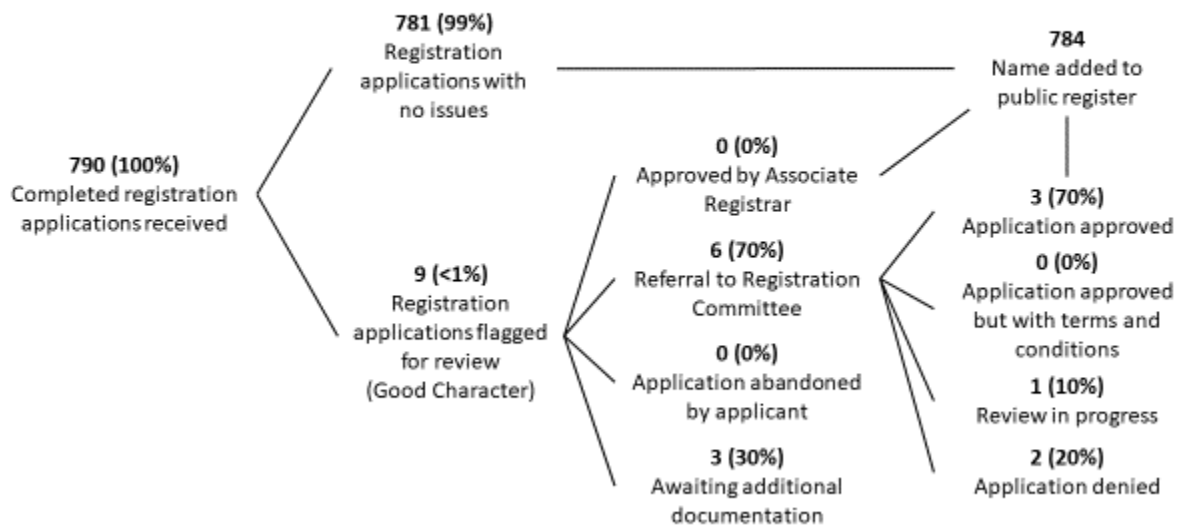
Registration and certification

From application to registration

Not all applications for initial registration with HRP A are automatically accepted. HRP A has a *good character* requirement that all applicants for initial registration must meet.

In Q1 2020, HRP A received 790 registration applications. This includes both initial registration as a member and initial registration as a student registrant.

Registration applications Q1, 2020



In total, five cases were disposed of by the Registration Committee in Q1. The Registration Committee approved three applications for registration. The Registration Committee denied two registrations, one review is in process while three are in the documentation phase.

Registration Committee

Chair: Frank Tancredi, CHRL

Vice Chair: Agnes Ciesla, CHRL

Independent Legal Counsel: Stephen Ronan, Lerner LLP

The Registration Committee is a standing committee established pursuant to Section 8.04 of the By-laws. The Registration Committee shall review every application referred to it by the Registrar to determine the suitability of an applicant for registration or the appropriateness of the category of registration being applied for. The Registration Committee also considers applications for removal or modification of any term, condition or limitation previously imposed on a registrant's registration with HRP. The Registration Committee does not have the authority to deem that an applicant has met the requirements for registration where the registration requirement is prescribed as non-exemptible.

The figure below gives the activity and decisions of the Registration Committee in Q1 2020. It is to be noted that the numbers are a bit different than those related above because they include applications for initial registration which were received before Q1.

Less than 1% of applications indicate some event that would require further review. There is a possibility that this number might be lower than it should be.

Table 6: Registration committee activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Referral to Registration Committee	22	24	6				
Approved for registration	16	16	3				
Approved with conditions	5	2	0				
Not approved	1	6	2				

Initial registrations

There were 790 new registrations in Q1, 630 new registrations as a member and 160 new registrations as a student registrant.

Table 7: Initial registration in Q1 2020

	Count	Percent
New registrations as a member	630	80%
New registrations as a student	160	20%
Total new registrations	790	100%

Not surprisingly 93% of initial registrations are from Ontario. Interestingly, 4% of initial registrations are international, this is more than the percentage of initial registrations from all other Canadian provinces combined.

Table 14: New registrant jurisdiction Q1 2020

	Count	Percent
Ontario	735	93%
International	31	4%
Alberta	10	1%
British Columbia	4	< 1%
Manitoba	2	< 1%
New Brunswick	1	< 1%
Northwest Territories	1	< 1%
Quebec	3	< 1%
Saskatchewan	2	< 1%
Total	790	100%

Nine percent of initial registrations were from individuals previously registered with HRP A but who had resigned or had been revoked for failure to renew their registration with HRP A. These individuals must apply for registration as new registrants. However, upon re-registration their public register entry will be updated.

Table 8: Registration of individuals previously registered with HRP A

	Count	Percent
Previously registered with HRP A	75	9%
Not previously registered with HRP A	715	91%
Total new registrations	790	100%

Registration of firms

The registration of firms has not yet been put into force.

Certification

HRP A offers three designations - the Certified Human Resources Professional (CHRP), the Certified Human Resources Leader (CHRL) and the Certified Human Resources Executive (CHRE).

The CHRP and the CHRL have a coursework requirement. The coursework is approved by the Academic Standards Committees. There is an Academic Standards Committee for diploma-level coursework and an Academic Standards Committee for degree-level coursework.

Academic Standards Diploma Committee

Chair: Michelle White, CHRL

The Academic Standards Diploma Committee is a standing committee established pursuant to Section 8.04 of the By-laws. The Academic Standards Diploma Committee shall review every course outline(s) and any accompanying, relevant, supplementary material submitted by eligible post-secondary educational institutions that offer college diploma, advanced diploma, and graduate certificate (post-

diploma certificate) level courses and individual registrants seeking to have one or more courses approved at college diploma, advanced diploma, and graduate certificate (post-diploma certificate) level in the fulfillment of HRPA’s 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.

- Between December 1, 2019, and February 29, 2020, there were zero institutional or student course approval applications received.
- In Q4 2019, nine courses were submitted and all were approved.

Table 9: Academic Standards Diploma Committee activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Student applications received	1	3	0				
Student applications approved	0	1	0				
Institution applications received	0	9	0				
Institution applications approved	0	9	0				

Academic Standards Degree Committee

Chair: Carolyn Capretta, CHRL

The Academic Standards Degree Committee is a standing committee established pursuant to Section 8.04 of the By-laws. The Academic Standards Degree Committee shall review every course outline(s) and any accompanying, relevant, supplementary material submitted by eligible post-secondary educational institutions that have Ministry approval to offer degree level courses and individual registrants seeking to have one or more courses approved at degree level or, re-approved in the fulfillment of HRPA’s coursework requirement (course approval), making a decision pertaining thereto, and providing rationale in accordance with the criteria as established by the Board.

- Between December 1, 2019, and February 29, 2020, a total 10 courses were submitted for approval by five students. During the same timeframe, a total of ten courses were submitted for review by two academic institutions.

Table 10: Academic Standards Degree Committee activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Student applications received	36	31	10				
Student applications approved	11	19	0				
Institution applications received	17	45	10				
Institution applications approved	16	20	0				

Experience Assessment Committee

The CHRL has a three-year experience requirement. In addition, there is an alternate route to the coursework requirement for both the CHRP and CHRL that will also consider experience. The review of experience for the experience requirement and the alternate route is conducted by the Experience Assessment Committee.

Chair: Mark Seymour, CHRL

Vice Chair: Michelle Rathwell, CHRL

The Experience Assessment Committee is a standing committee established pursuant to Section 8.04 of the By-laws. The Experience Assessment Committee shall review every application referred to it by the Registrar to determine the appropriateness and adequacy of the experience of each applicant for the purpose of meeting the experience requirement for the Certified Human Resources Leader (CHRL) designation or for the purpose of meeting the coursework requirement for the Certified Human Resources Professional (CHRP) or the CHRL designation via the Alternate Route in accordance with the criteria as established by the Board.

Alternate route

Between December 1, 2019 to February 29, 2020, 36 Alternate Route applications were received, and 43 result letters have been released (results from September, October and November 2019).

Table 11: Experience Assessment Committee activity (Alternate route)

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Alternate Route applications received	122	108	36				
Alternate Route applications approved	85	60	29				

Table 12: Alternate route results released

	Count	Percent
Successful	29	67.4%
Unsuccessful	14	32.6%
Total	43	100%

Validation of experience

Between December 1, 2019 to February 29, 2020, 42 Validation of Experience applications were received, and 83 result letters have been released (results from September, October and November 2019).

Table 13: Experience Assessment Committee activity (Validation of Experience)

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Validation of Experience applications received	1779	223	42				
Validation of Experience applications approved	467	103	48				

Table 14: Validation of experience results released

	Count	Percent
Successful	48	57.8%
Unsuccessful	35	42.2%
Total	83	100%

Challenge Exams

In addition to the Alternate Route, HRPAs offers still another way of meeting the coursework requirement. For each of the nine required courses, candidates may opt to write a challenge exam. Some use the challenge exam option instead of taking the course, others use the challenge exams to make up for a grade that was too low or for a course that has expired due to being older than 10 years.

- In Q1, challenge exams were held from January 13th to January 15th, 2020.
- There was a total of 61 challenge exam writers in January 2020.

Table 15: Challenge exams breakdown by month

Month	Registrants	Pass	Pass Rate
January 2020	61	38	62%
May 2020			
September 2020			
Total			

Table 16: Challenge exams breakdown by subject

Subject	Registrants	Pass	Pass Rate
Training and Development	3	0	0%
Compensation	5	3	60%
Organizational Behaviour	4	2	50%
Finance and Accounting	6	2	33%
Recruitment and Selection	9	6	67%
Human Resources Management	7	5	71%
Human Resources Planning	5	2	40%
Occupational Health and Safety	11	11	100%
Labour Relations	11	7	63%
Total	61	38	

Online Academic Program (OAP)

In addition to the alternate route, HRP A offers another way of meeting the coursework requirement. The Online Academic Program is comprised of three semesters: Fall, Winter and Spring. All nine courses are available within each semester.

- The Winter semester runs from January 16th to April 17th, 2020.
- There was a total of 294 students enrolled in the OAP for the Winter 2020 semester. There was a total of 431 courses taken in the Winter 2020 semester as some students are enrolled in more than one course.

Table 16: Online Academic Program (OAP) registration by semester

Semester	Registrants
Winter 2020	294
Spring 2020	
Fall 2020	
Total	

Table 17: OAP breakdown per subject

Subject	Courses
Training and Development	41
Compensation	57
Organizational Behaviour	57
Finance and Accounting	51
Recruitment and Selection	45
Human Resources Management	57
Human Resources Planning	45
Occupational Health and Safety	42
Labour Relations	36
Total	431

The number of courses (431) is not the same as the number of registrants (294) because some registrants take more than one course in a given semester.

Certification exams

The CHRP requires successful performance on the Comprehensive Knowledge Exam 1 (CKE1) and the Employment Law Exam 1 (ELE1). The CHRL requires successful performance on the Comprehensive Knowledge Exam 2 (CKE2) and the Employment Law Exam 2 (ELE2).

The development and validation of certification exams is a complex process for which the input of members of the profession is essential. The CHRP Exam Validation Committee performs this role for the CHRP exams (the CKE1 and ELE1), and the CHRL Exam Validation Committee performs this role for the CHRL exams (the CKE2 and ELE2).

There were three exam windows in Q1:

- CHRP Employment Law Exam was administered from January 6th to January 20th, 2020
- CHRL Employment Law Exam was administered from January 13th to January 27th ,2020
- CKE1 was administered from February 10th to Feb 25th, 2020

CHRP Exam Validation Committee

The Certified Human Resource Professional Exam Validation Committee (CHRP-EVC) is a recently formed standing committee, which has been formally established under by-law. The mandate of the CHRP-EVC is to approve all examination content used to evaluate CHRP candidates and make recommendations to the Registrar as to appropriate cut-scores for the CHRP exams. The CHRP-EVC is also responsible for the approval of examination blueprints for the CKE1 and CHRP Employment Law Exams.

In Q1 the CHRP-EVC was busy with the following exam related activities:

- CHRP Employment Law Exam Key Validation and Pass Mark Approval in January 2020.

- CHRP Employment Law Exam Form Approval in February 2020.
- CKE1 Key Validation in February 2020.
- In-person CHRP Employment Law Exam Revision Session.

The purpose of the Form Approval session is to have representatives of the EVC verify that each item on the upcoming Employment Law Examination reflects current practice and legislation and verify that each item is asking something unique of future HR professionals. The purpose of the Key Validation and Pass Mark Approval sessions is to obtain agreement for the appropriateness of the pass mark and pass rate for the CHRP Employment Law Exam written in January of 2020 and the CKE1 Exam written in February 2020. The CHRP-EVC will make a recommendation to HRPA’s Registrar to approve the agreed upon pass mark. The purpose of the in-person revision session is to review and revise items for future sittings of the CHRP Employment Law Exams.

CHRL Exam Validation Committee

The Certified Human Resource Leader Exam Validation Committee (CHRL-EVC) is a recently formed standing committee which has been formally established under by-law. The mandate of the CHRL-EVC is to approve all examination content used to evaluate CHRL candidates and make recommendations to the Registrar as to appropriate cut-scores for the CHRL exams. The CHRL-EVC is also responsible for the approval of examination blueprints for the CKE2 and the CHRL Employment Law Exams.

In Q1 the CHRL-EVC was very busy with exam related activities:

- CHRL Employment Law Exam Key Validation in January 2020 and Pass Mark Approval in February 2020.
- CHRL Employment Law Exam Form Approval in February 2020.
- In-person CHRL Employment Law Exam Revision session in January 2020

The purpose of the Form Approval session is to have representatives of the EVC verify that each item on the upcoming Employment Law Examination reflects current practice and legislation and verify that each item is asking something unique of future HR professionals. The purpose of the Key Validation and Pass Mark Approval sessions is to obtain agreement for the appropriateness of the pass mark and pass rate for the CHRL Employment Law Exam written in January 2020. The CHRL-EVC will make a recommendation to HRPA’s Registrar to approve the agreed upon pass mark. The purpose of the in-person revision session is to review and revise items for future sittings of the CHRL Employment Law Exam.

Table 18: Q1 2020 Exam schedule

Exam	Window	
CHRP Employment Law Exam (ELE1)	January 6 – January, 2020	Q1
CHRL Employment Law Exam (ELE2)	January 13 – January 27, 2020	
CKE1	Feb 10 - 25	

Certification Exams

Although this occurred after the end of Q1 2020, it is important to note that the Spring series of exams were cancelled due to COVID-19. The Comprehensive Knowledge Exam 1 (CKE1) and the Comprehensive Knowledge Exam 2 (CKE2) that were scheduled for June and July were cancelled. The CERP and the CHRL Employment Law Exams that were scheduled for May of 2020 were also cancelled.

The CERP and CHRL Employment Law Exams and the CKE1 and CKE2 exams have been tentatively scheduled for Fall 2020. The final schedule to be released by June of 2020.

Table 19: 2020 Comprehensive Knowledge Exam 1 (CKE1) summary

	Candidates	Pass	Pass Rate	Reliability
February 2020	144	94	65.3%	.90
June 2020 - cancelled				
TBD				

Table 20: 2020 Comprehensive Knowledge Exam 2 (CKE2) summary

Comprehensive Knowledge Exam 2 (CKE2)	Candidates	Pass	Pass Rate	Reliability
March 2020				
June-July 2020 – cancelled				
TBD				

Table 21: 2020 CERP Employment Law Exam summary

	Candidates	Pass	Pass Rate	Reliability
January 2020	138	127	92.03%	.77
May 2020 – cancelled	0			
TBD				

Table 22: 2020 CHRL Employment Law Exam summary

CHRL Employment Law Exam	Candidates	Pass	Pass Rate	Reliability
January 2020	145	126	86.90%	.77
May 2020 – cancelled	0			
TBD				

Technical reports for exams published

HRPA publishes the technical reports for the CKE1, CKE2, ELE 1 and ELE 2. Technical reports are published for each administration (viz., exam window) of the exams. Two technical reports were published in Q1 2020.

[Technical Report: CERP Employment Law Exam](#)

[Technical Report: CHRL Employment Law Exam](#)

Job Ready Program

Completion of the Job Ready Program is required in order to earn the CHRP designation. The Job Ready Program is not graded but must be completed.

Between December 1, 2019 and February 29, 2020, 202 registrants completed the Job Ready Program and were granted the CHRP designation.

CHRE Review Committee

Chair: Bob Canuel, CHRE

The CHRE Review Committee is a standing committee established pursuant to Section 8.04 of the By-laws. The CHRE Review Committee shall review every application referred to it by the Registrar to determine whether an applicant meets the criteria for the Certified Human Resources Executive (CHRE) as established by the Board.

- The number of CHREs was 270 at the end of Q1.
- Between December 1, 2019 and February 29, 2020, five Phase II CHRE applications were reviewed by the CHRE Review Committee. Out of the five applicants, none were granted the CHRE designation. There are currently nine applications submitted in Q1 that are being reviewed.

Table 23: CHRE Review Committee activity in 2020

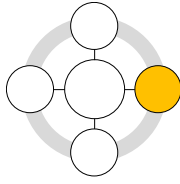
	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Referrals to CHRE Review Committee	63	87	9				
Decision issued by CHRE Review Committee	8	14	5				

Issuance of certificates

Certificates are issued for all three levels of designation: CHRP, CHRL, and CHRE. A certificate issuance commenced in early February, and registrants were scheduled to receive their certificates by early-March. An email went out to **117** registrants in early-February notifying them that they could expect to receive their certificates during this issuance.

Table 24: Certificates issued in 2020

	CHRP	CHRL	CHRE	Total
February 2020 (Q1)	72	45	0	117
May 2020 (Q2)				
August 2020 (Q3)				
November 2020 (Q4)				
Total	72	45	0	117



Quality assurance

Continuing Professional Development Committee

Chair: Vito Montesano, CHRL

Vice-Chair: Amy Benoit, CHRL

The Continuing Professional Development (CPD) Committee is a standing committee established pursuant to Section 8.04 of the By-laws. The Continuing Professional Development Committee shall audit every continuing professional development log referred to it by the Registrar to determine whether the continuing professional development requirement has been met in accordance with the criteria as established by the Board. The Committee shall also review every extension request for a member's continuing professional development period referred to it by the Registrar to determine whether there are valid grounds to grant an extension in accordance with the Continuing Professional Development Extension Policy.

There are 3500 designated registrants due to submit their CPD Log by May 31, 2020. Of those, 733 designated registrants have submitted their CPD log as of February 29, 2020. 13 registrants who are due to submit their CPD log on May 31, 2020, have applied for and were granted an extension in Q1.

Table 25: Summary of CPD activity for 2020

	Due	Submitted		Extensions	
		Count	Percent	Count	Percent
CHRP	588	167	28.7%	5	0.01%
CHRL	2833	546	19.3%	8	0.003%
CHRE	79	20	25.3%	0	0%
Totals	3500	733	21. %	13	0.004%

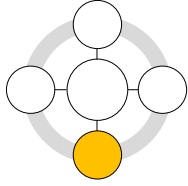
Table 26: Continuing Professional Development (CPD) Committee activity

	2017	2018	2019
CPD logs due to be submitted	3204	5960	4173
CPD logs submitted	2805	5288	3419
Members selected for audit	95	184	121
Members who passed the audit	73	148	96

CPD Pre-approval

For Q1, a total of 585 events were pre-approved for CPD. The events can be broken down into three categories:

- 490 events were from Third Party Providers
- 72 events were from HRPAs Chapters
- 23 events were from HRPAs Professional Development Department



Complaints and discipline (including capacity and review)

Complaints Committee

Chair: Rahim Shamji, CHRL

Vice Chair: Jennifer Cooper (member of the public)

Independent Legal Counsel: Lonny Rosen, C.S., Rosen Sunshine LLP

The Complaints Committee is a statutory committee established pursuant to Section 12 of the *Registered Human Resources Professionals Act, 2013* (the “Act”) and the By-laws. The Complaints Committee shall review every complaint referred to it under Section 31 of the Act and section 15.03 of the By-laws regarding the conduct of a member or registered student of the Association or a firm and, if the complaint contains information suggesting that the member, student or firm may be guilty of professional misconduct as defined in the by-laws, the committee shall investigate the matter.

Following the investigation of a complaint, the Complaints Committee may:

- direct that the matter be referred, in whole or in part, to the Discipline Committee;
- direct that the matter not be referred to the Discipline Committee;
- negotiate a settlement agreement between the Association and the member, student or firm and refer the agreement to the Discipline Committee for approval;
- or take any action that it considers appropriate in the circumstances and that is not inconsistent with the Act or the By-laws, including cautioning or admonishing the member, student or firm.

There were three open complaints prior to the start of Q1 (December 1, 2019 to February 29, 2020) and none of them were disposed of in Q1 (see details in the *complaints disposed of* chart below). The first has since been disposed of but falls into Q2, and the second and third are currently with a panel for their review and a decision should be made shortly.

In Q1, five new complaints were registered. Out of the five that have been filed:

- one has since been withdrawn by the complainant;
- one has been put on hold pending the outcome of a parallel proceeding;
- one is in the information gathering process;
- one is with a panel for their final decision,
- and the last is in the very early stages of the information gathering process.

Details for each case can be found below:

Table 27: Summary of complaints activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Referrals to Complaints Committee	14	12	5				
Decision issued by Complaints Committee	12	12	0				
Average time to dispose of complaint(s) (days)	146	157	--				

Table 28: New Complaints registered in Q1 2020

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C13-2019	December 4, 2019	It is alleged that the registrant: 1.) Failed to carry out professional responsibilities and services in an honest and diligent manner 2.) Was biased in the investigation conducted by not dealing with the main harassment allegation but providing a narrative unrelated to the issue 3.) Engaged in retaliation, harassment and intimidation when it came to their involvement in an investigative report pertaining to the complainant 4.) Conducted an (incomplete) investigative report which is alleged to be a biased and unfocused account of the situation 5.) Breached confidentiality by sending out an investigative report to staff of the organization who were not involved in the investigation.	TBD
C14-2019	December 19, 2020	It is alleged that the registrant breached the Rules of Professional Conduct and has failed to meet them obligations as a registrant of the Human Resources Professionals Association (HRPA) by 1.) Using the CHRP and/or CHRL designations without authorization by HRPA 2.) Failing to comply with HRPA’s regulatory authority by ignoring HRPA’s repeated requests to cease and desist misusing the CHRP and CHRL designations; and 3.). Providing false information on their September 22, 2019 application for registration with HRPA.	TBD

C1-2020	January 8, 2020	It is alleged that the registrant: 1.) Acted unprofessionally 2.) Failed to maintain confidentiality and privacy when it came to the termination of another employee within the company, as well a situation that happened between the complainant and the member in previous years that was of sensitive and confidential nature.	TBD
C2-2020	January 10, 2020	It is alleged that the registrant acted in a demeaning and discriminatory manner towards the complainant during a meeting involving other staff members within the organization.	Complainant withdrew complaint on February 21, 2020; sent to registrar; no further action taken
C3-2020	January 16, 2020	It is alleged that the registrant: 1.) Failed to maintain confidentiality when it came to medical records regarding the complainant 2.) Failed to accommodate the complainant based on their medical restrictions and limitations 3.) Failed to consider the complainant's concerns and conflicts of interest when it came to a proposed work arrangement for the complainant. 4.) Failed to provide a safe working environment for the complainant.	TBD

Discipline Committee

Chair: Stephanie Izzard

Vice Chair: Lynne Latulippe (member of the public)

Independent Legal Counsel: Luisa Ritacca, Managing Partner, Stockwoods LLP

The Discipline Committee is a statutory committee established pursuant to Section 12 of the *Registered Human Resources Professionals Act, 2013* (the "Act") and the By-laws. The Discipline Committee shall hear every matter referred to it by the Complaints Committee under Section 34 of the Act and section 15.03 of the By-laws to determine whether the member, student or firm is guilty of professional misconduct as defined in the by-laws and if the Committee finds a member, student or firm guilty of professional misconduct, to exercise any of the powers granted to it under Subsection 34(4) of the Act.

No discipline hearings were conducted in Q1.

There were no new referrals to the Discipline Committee in Q1.

Discipline Committee activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Referrals to Discipline Committee	1	1	0				
Decision issued by Discipline Committee	1	1	0				

Capacity Committee

Chair: Stephanie Izzard

Vice Chair: Lynne Latulippe (member of the public)

Independent Legal Counsel: Luisa Ritacca, Managing Partner, Stockwoods LLP

The Capacity Committee is a statutory committee established pursuant to Section 12 of the *Registered Human Resources Professionals Act, 2013* (the "Act") and the By-laws. The Capacity Committee shall hear every matter referred to it by the Association under Section 47 of the Act and section 15.03 of the By-laws to determine whether a member or student is incapacitated, and if the Committee finds a member or student is incapacitated, to exercise any of the powers granted to it under Subsection 47(8) of the Act.

No capacity hearings were conducted in Q1.

There were no new referrals to the Capacity Committee in Q1.

Capacity Committee activity

	2017	2018	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Referrals to Capacity Committee	0	0	0				
Decision issued by Capacity Committee	0	0	0				

Review Committee

Chair: Susan Bryson

Independent Legal Counsel: John Wilkinson, Partner, WeirFoulds LLP.

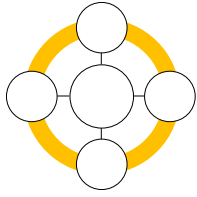
The Review Committee is a statutory committee established pursuant to Section 12 of the *Registered Human Resources Professionals Act, 2013* (the "Act") and the By-laws. The Review Committee shall review every matter referred to it by the Registrar under Section 40 of the Act to determine whether the member or firm's bankruptcy or insolvency event may pose a risk of harm to any person; to direct the Registrar to investigate the matter; to determine whether a hearing is warranted; to conduct hearings when warranted to determine whether the member or firm's bankruptcy or insolvency event poses a risk of harm to any person; and upon a determination that there are reasonable grounds for

believing that the member or firm’s bankruptcy or insolvency event poses or may pose a risk of harm to any person following a hearing, to exercise any of the powers granted to it under Subsection 41(8) of the Act.

There were no new notices of bankruptcy or insolvency events received by the Registrar in Q1.

Table 29: Review Committee activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Notices of bankruptcies or insolvency events	5	3	0				
Decisions issued by the Review Committee	16	8	0				



Appeal

Appeal Committee

Chair: Melanie Kerr, CHRL

Vice Chair: Maureen Quinlan (member of the public)

Independent Legal Counsel: Luisa Ritacca, Managing Partner, Stockwoods LLP

The Appeal Committee is a statutory committee established pursuant to Section 12 of the *Registered Human Resources Professionals Act, 2013* (the “Act”) and the By-laws. The Appeal Committee shall review every request for appeal filed under the Act and the By-laws by registrants of HRP or members of the public to determine whether there was a denial of natural justice or an error on the record of the decision of the committee or the Registrar and to exercise any of the powers granted to it under the Act and Section 22 of the By-laws.

A total of four appeals have been filed in Q1, three in regard to a decision of the Experience Assessment Committee and one in regard to a decision of the Registrar. The appeal that was filed against a decision of the Registrar was then withdrawn by the appellant before being referred to the Appeal Committee.

Three appeals that were filed in Q4 and two appeals filed in Q1 were resolved through the alternate resolution process in Q1.

Two decisions were issued in Q1. Both appeals were filed in Q4. One decision upheld the original decision of the CHRE Review Committee, and the other decision upheld the original decision of the Experience Assessment Committee.

Table 30: Appeal Committee activity

	2018	2019	2020				2020
	Total	Total	Q1	Q2	Q3	Q4	Total
Number of appeals filed	16	75	4				
Settled via the Alternate Resolution Process	7	27	5				
Decisions issued by the Appeal Committee	6	48	2				

Alternate Resolution Process

One factor that influences the number of appeals that are heard by the Appeal Committee is the HRP’s alternate resolution process for appeals. If the Registrar is of the opinion that the appellant has shown in their Request for an Appeal that something may have gone wrong with the process or that

there may have been a denial of natural justice, the Registrar may extend an offer to the appellant to settle the appeal. Under those circumstances, the appellant has three options:

1. Accept the offer and withdraw the appeal,
2. Accept the offer with the provision that a panel of the Appeal Committee review and sign off on the agreement between the appellant and HRP, or
3. Reject the offer, which means the appeal will proceed as an uncontested appeal.

Appellants are never pressured to choose one option or another. The benefit for appellants and for HRP is a quicker resolution of the matter. With respect to appeals of decisions of the Experience Assessment Committee (EAC), the settlement usually involves having the Validation of Experience (VOE) or alternate route application reviewed by a second independent panel. Most appellants who are appealing a decision by the EAC want a ‘second opinion’ on their application. As noted above, the Appeal Committee was not established to give second opinions but to review the process by which the decision was arrived at.

The impact of the alternate resolution process is that most of the decisions of the (EAC) where the facts suggest that an appeal might be warranted, never make it to being reviewed by a panel of the Appeal Committee as the VOE or Alternate Route application is sent to a new Experience Assessment Committee (EAC) panel for review.

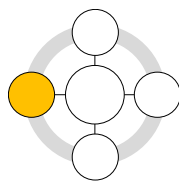
Table 31: Q1 2020 Appeal Committee activity

	Date Appeal Filed	The nature of the appeal	The outcome of the appeal
A-2019-69	September 9, 2019	CHRE Review Committee did not fairly review CHRE application and failed to consider the correct facts of the application.	Decision issued December 2019 upholding the CHRE Review Committee’s decision.
A-2019-71	October 22, 2019	Experience Assessment Committee made an error in assessment of Validation of Experience application.	A panel of the Appeal Committee met in February 2020 to review the appeal. A decision is currently being written.
A-2019-72	November 5, 2019	Experience Assessment Committee made an error in assessment of Validation of Experience application by not fully reviewing scope of responsibility.	Decision issued February 2020 upholding the Experience Assessment Committee’s decision.
A-2019-73	November 6, 2019	Experience Assessment Committee made an error in calculation of months of experience and an error in assessment for a Validation of Experience application.	An agreement was made between HRP and the appellant via the alternate resolution process. The appeal was withdrawn by the appellant in December 2019.
A-2019-74	November 21, 2019	Experience Assessment Committee’s assessment of Validation of Experience	An agreement was made between HRP and the appellant via the alternate resolution

		application diminishes the area of Talent Acquisition and People and Culture.	process. The appeal was withdrawn by the appellant in January 2020.
A-2019-75	November 22, 2019	Experience Assessment Committee made an error in calculation of months of experience for a Validation of Experience application.	An agreement was made between HRP A and the appellant via the alternate resolution process. The appeal was withdrawn by the appellant in December 2019.
A-2020-01	December 3, 2019	Experience Assessment Committee made an error in assessment of Validation of Experience application.	An agreement was made between HRP A and the appellant via the alternate resolution process. The appeal was withdrawn by the appellant in December 2019.
A-2020-02	December 10, 2019	Experience Assessment Committee made an error in assessment of Validation of Experience application as colleague with exact same job description was granted the experience and appellant was not.	An agreement was made between HRP A and the appellant via the alternate resolution process. The appeal was withdrawn by the appellant in February 2020.
A-2020-03	January 30, 2020	Would like their CHRL designation to be reinstated effective January 2020 and to have the outstanding fees of \$227.46 be removed as part of their reinstatement.	Appellant withdrew appeal in February 2020.
A-2020-04	February 24, 2020	The Experience Assessment Committee failed to consider relevant facts and applied a policy rule incorrectly for the Alternate Route – Experience application.	The appeal is currently with HRP A for response.

Table 32: Analysis of appeal decisions

Appeal outcomes	Count
Total number of requests for appeal received between December 1, 2019 and February 29, 2020	5
Total number of appeals settled via the Alternate Resolution Process	5
Total number of final appeal decisions released between December 1, 2019 and February 29, 2020	2
Decisions upholding the original decision	2
Decisions overturning the original decision	0



Stakeholder education

Regulatory Affairs newsletter

The *Regulatory Affairs* newsletter is published pursuant to By-laws 13.06 and 13.07.

As set out in the By-laws, the *Regulatory Affairs* 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 21.03 and Section 21.08 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.

In Q1, a *Regulatory Affairs* Newsletter was published on January 20, 2020.

HRPA staff development

One of the challenges of professional regulation is that it is such a small and specialized enterprise that there are no comprehensive programs in professional regulation. To fill the void, the Office of the Registrar has taken the lead in bringing development to HRPAs. A number of organizations offer webinars on various aspects of professional regulation. The OOTR makes the arrangements but the webinars are open to all HRPAs staff. After each webinar, there is a discussion of the implications for HRPAs. In addition, each quarter, the OOTR will conduct a lunch-and-learn for HRPAs staff.

Table 33: Staff development events in matters of professional regulation (open to all HRPAs staff)

Date	Event Title	Format	Event Provider
February 13, 2020	What Makes a Good Regulator? Part One	Webinar	Steinecke Maciura Leblanc (SML Law)
February 20, 2020	What Makes a Good Regulator? Part Two	Podcast	Council on Licensure, Enforcement and Regulation (CLEAR)
February 26, 2020	Working in the Public Interest? What Constitutes Independent Regulation?	Webinar	Council on Licensure, Enforcement and Regulation (CLEAR)